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Programme performance of the United Nations for the biennium 2002-2003

Report of the Secretary-General**

Summary

After the completion of each biennial budget period, the Secretary-General reports on the programme performance of the United Nations. The present report has two distinct features: in substance, it follows fully the results-based-budgeting paradigm; in its form, the report is presented in both printed and electronic versions. The content of the programme performance report has been enhanced to put more emphasis on the reporting of results, starting from the key results achieved by the Organization followed by the highlights of results for each programme and achievements against each expected accomplishment for every subprogramme. The electronic version of the report is posted on the Office of Internal Oversight Services web sites on the Internet and the United Nations Intranet. It includes links to programme objectives, expected accomplishments and indicators of achievement, tabular information on output implementation formerly included in the printed report and other pertinent information on results achieved whenever available. This has resulted in a shorter printed report that is focused on results.

The programme budget for the biennium 2002-2003 was the first comprehensive results-based budget prepared by the Organization that included, from the beginning of the cycle, all elements of the results-based logical framework (i.e., expected accomplishments and indicators of achievement). In addition to reporting on the implementation of 33,131 quantifiable outputs, each programme reported electronically on the results achieved for the biennium at the level of the expected accomplishment for each subprogramme through the !ntegrated Monitoring

* A/59/50 and Corr.1.
** Completion of the report was delayed owing to late submission by some departments.

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and Documentation Information System. In 2002-2003, this also included those sections that had formerly reported only workload statistics. The implementation rate for this biennium was 84 per cent. With the advent of results-based budgeting, the emphasis in the reporting has shifted from reporting on outputs to reporting on results achieved.

To support this shift, a strategy was developed early in the biennium to engage programme managers at several key points during the cycle, IMDIS was enhanced to capture all required reporting data, and a training programme was developed to enhance the ability of programme managers to gather data and report on results. The importance of continued capacity-building with regard to the results-based-budgeting paradigm is critical at all levels of the Organization.

Part one of the report provides an overview of the results accomplished by the Secretariat as a whole. Part two covers programme performance by section of the biennial programme budget. As explained in the preface to part two, the narrative there is dedicated entirely to results; hyperlinks in the electronic document provide easy access to all necessary reference documents and to more detailed information.

The extensive review of reporting on accomplishments conducted by the Office of Internal Oversight Services while preparing the present report demonstrated that this concept had definitely taken hold, although to varying degrees, across the Organization. It has always been recognized that it would take several bienniums for the results-based-budgeting approach to be used consistently and reliably. The overview of key results achieved by the Organization contained in part one represents an important step in that direction.

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* The programme budget for the biennium 2002-2003 is contained in documents A/56/6 (Introduction, sections 1-33 and Income sections 1-3), A/56/6/Corr.1 and A/56/6/Add.1 and General Assembly resolution 56/253, annex I. The following budget sections are not subject to monitoring, and thus are not included in the present report: 1, 7, 21, 27 E-G and 29-33.

18. Economic development in Europe
19. Economic and social development in Latin America and the Caribbean
20. Economic and social development in Western Asia
22. Human rights
23. Protection of and assistance to refugees
24. Palestine refugees
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Abbreviations

AIDS	acquired immunodeficiency syndrome
ASEAN	Association of South-East Asian Nations
ECA	Economic Commission for Africa
ECE	Economic Commission for Europe
ECLAC	Economic Commission for Latin America and the Caribbean
ESCAP	Economic and Social Commission for Asia and the Pacific
ESCWA	Economic and Social Commission for Western Asia
FAO	Food and Agriculture Organization of the United Nations
GDP	gross domestic product
HIV	human immunodeficiency virus
ICT	information and communication technology
ILO	International Labour Organization
IMF	International Monetary Fund
IMDIS	Integrated Monitoring and Documentation Information System
IMIS	Integrated Management Information System
ITC	International Trade Centre UNCTAD/WTO
ITU	International Telecommunication Union
NATO	North Atlantic Treaty Organization
NGO	non-governmental organization
ODS	Official Document System
OHCHR	Office of the United Nations High Commissioner for Human Rights
PAS	performance appraisal system
PEDA	population, environment, development and agriculture (computer model)
UNAMSIL	United Nations Mission in Sierra Leone
UNCITRAL	United Nations Commission on International Trade Law
UNCTAD	United Nations Conference on Trade and Development
UNDCP	United Nations International Drug Control Programme
UNDP	United Nations Development Programme
UNEP	United Nations Environment Programme
UN-Habitat	United Nations Human Settlements Programme
UNIDO	United Nations Industrial Development Organization

UNIFEM	United Nations Development Fund for Women
UNHCR	Office of the United Nations High Commissioner for Refugees
UNIKOM	United Nations Iraq-Kuwait Observation Mission
UNISPACE III	Third United Nations Conference on the Exploration and Peaceful Uses of Outer Space
UNISPAL	United Nations Information System on the Question of Palestine
UNLB	United Nations Logistics Base at Brindisi
UNMEE	United Nations Mission in Ethiopia and Eritrea
UNMIBH	United Nations Mission in Bosnia and Herzegovina
UNMIK	United Nations Interim Administration Mission in Kosovo
UNMISET	United Nations Mission of Support in East Timor
UNMOP	United Nations Mission of Observers in Prevlaka
UNODC	United Nations Office on Drugs and Crime
UNPAN	United Nations Online Network in Public Administration and Finance
UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
UNTAET	United Nations Transitional Administration in East Timor
WFP	World Food Programme
WHO	World Health Organization
WMO	World Meteorological Organization
WTO	World Trade Organization

Introduction

1. In accordance with established regulations and rules,[1] the Secretary-General hereby reports on progress made during the biennium 2002-2003 towards achieving expected accomplishments, based on the delivery of final outputs, as per commitments set out in the biennial programme budget. In preparing the report, the Office of Internal Oversight Services was following the guidance of the General Assembly[2] by focusing on reporting accomplishments in a more lucid and compact format, providing support, guidance and training in the methodology of results-based budgeting and enhancing the technical means for monitoring and reporting on performance. The present report is the product of efforts to strengthen the results-based management culture in the Organization, to foster the capacity and expertise of managers and staff in articulating programme implementation in terms of results achieved and to provide a more sophisticated and user-friendly information system that accommodates these challenging new requirements.

2. Two important partnerships were crucial for the efforts of the Office of Internal Oversight Services. One was with the Programme Planning and Budget Division of the Department of Management, with which the Office collaborated closely in the conceptual development of the results-based performance paradigm and in training managers and staff in implementing it. The Division helped to establish baseline and target data for specific expected accomplishments and to determine methods of collecting data on various indicators of achievement. The other was with the Information Support Unit of the Department of Economic and Social Affairs, with which it cooperated in continuously enhancing the electronic infrastructure for performance monitoring and reporting. That collaboration resulted in the new version of the Integrated Monitoring and Documentation Information System (the online tool for real-time programme performance monitoring and reporting) being more user-friendly and in the provision of more effective facilities for the collection, analysis and presentation of data on programmatic accomplishments.

3. In line with legislative requests for more succinct and focused reporting and in accordance with the established policy on reducing the volume of documentation, the present report is made available in a new dual format (print and electronic) that takes advantage of web-based facilities. The electronic version of the report provides links to extensive additional performance-related information. The electronic copy is available on both the United Nations Intranet (http://intranet.un.org/oios/mecd/ppr2002_2003.htm) and the Internet (www.un.org/depts/oios/ppr2002_2003.htm).

4. Part one of the report provides an overview of the results accomplished by the Secretariat as a whole. Part two covers programme performance by section of the biennial programme budget. As explained in the preface to part two, the narrative there is dedicated entirely to results, with hyperlinks in the electronic copy providing easy access to all necessary reference documents and to more detailed information.

5. The present report is a product of collaboration between the Office of Internal Oversight Services and the managers of substantive programmes. The managers provided, through IMDIS, their reporting on the highlights of results achieved by their programme as a whole and on each expected accomplishment set out in the

2002-2003 programme budget. The Office of Internal Oversight Services verified with due diligence the statements reported and their correspondence to the approved indicators of achievement, and persistently steered the content of reporting towards results. Through joint efforts, the final reporting was made as concise and focused as possible.

Notes

[1] Article VI of the Regulations and Rules Governing Programme Planning, the Programme Aspects of the Budget, the Monitoring of Implementation and the Methods of Evaluation (ST/SGB/2000/8).

[2] Including in General Assembly resolutions 55/231 of 23 December 2000, 56/253 of 24 December 2001, 57/282, part II, of 20 December 2002 and 58/269 of 23 December 2003 and decision 57/575 of 20 December 2002.

Part One
Overview of the Organization's performance

A. Overview of key results achieved by the United Nations

1. The present overview is based on the results reported by programmes in part two below. It is structured along the priority areas of the medium-term plan for the period 2002-2005[1] and the key objectives of the United Nations Millennium Declaration (see General Assembly resolution 55/2 of 8 September 2000). Its content highlights the key results and also provides a sense of the range of the results achieved. The length of the text on any particular result does not necessarily reflect the importance of that which was achieved. There are programmes for which the results of the work are clear and of great importance and for which numerical data can provide a succinct summary of the results. There are other programmes, however, that are known from evaluations and other assessments to be of high quality and great value, but for which the formulation of a succinct and convincing description of results is much more difficult.

1. Maintenance of international peace and security

2. *Conflict prevention and peacemaking.* Diplomatic activities of the Secretary-General and his senior envoys and special representatives were focused on facilitating the resolution of potential and ongoing conflicts. These activities resulted, in many cases, in the alleviation of tensions, the cessation of hostilities and political settlements. For example, in Africa, there were diplomatic activities concerned with Angola, Burundi, Cameroon, the Central African Republic, Côte d'Ivoire, the Gambia, Liberia, Nigeria, Somalia, the Sudan and Western Sahara. Details on their outcomes can be found in the annual reports of the Secretary-General on the work of the Organization.[2] (These documents are accessible in the electronic version of the report.)

3. The Department of Political Affairs assisted national stakeholders to develop preventive strategies and measures to address potential or ongoing threats to peace and security and assisted the General Assembly and the Security Council in their deliberations on those matters, as well as in the interventions of the Secretary-General.

4. *Peacekeeping and peace-building.* The effective implementation of Security Council mandates by the Department of Peacekeeping Operations resulted in the successful organization of national elections in Sierra Leone and the restoration of peace and security in that country, the independence of Timor-Leste, the maintenance of the Eritrea-Ethiopia ceasefire, the establishment of provisional institutions of self-government in Kosovo, the convening of the Constitutional Loya Jirga in Afghanistan, the successful evacuation and closure of the United Nations Iraq-Kuwait Observation Mission, facilitation of talks in Geneva to advance the peace process in Georgia and adoption of the Declaration on United Nations/European Union Cooperation in Crisis Management.

5. The rapid deployment capacity of peacekeeping missions was fostered through a combination of initiatives in the areas of personnel, including military, civilian police and civilian personnel, as well as materiel. The strategic deployment stocks concept was implemented, a rapid deployment roster for civilian personnel was

established and there was increased participation of Member States in the United Nations standby arrangements system. These elements contributed to the effective deployment of missions in Côte d'Ivoire and Liberia and the planning and initial deployment of the Special Representative of the Secretary-General in Iraq. The Mine Action Service contributed to a reduction of the threat posed by mines and unexploded ordnance in Afghanistan, the Democratic Republic of the Congo, Eritrea, Ethiopia, Iraq, Lebanon, the Sudan and the Former Yugoslav Republic of Macedonia, and developed the means to deploy a rapid-response capability in emergency humanitarian and peacekeeping operations.

6. *Relations with regional organizations*. The fifth high-level meeting between the United Nations and regional organizations advanced cooperation with those bodies. Partnerships on peace and security and other matters, including, in some cases, the deployment of missions, were forged with the European Union, the North Atlantic Treaty Organization, the African Union, the Economic Community of West African States, the Association of South-East Asian Nations and the Organization of American States.

7. *Electoral assistance*. There were 52 requests by Member States for electoral assistance compared with 47 in the previous biennium; that assistance enhanced their ability to conduct free and fair elections. The United Nations, with partner organizations, improved the standards for international electoral assistance activities, conducted reviews of electoral operations by monitoring bodies and in other ways supported the building of democracy between elections.

2. Promotion of sustained economic growth and sustainable development

8. *Sustainable development*. The substantive and organizational support provided by the Secretariat contributed to successful outcomes of such major conferences as the World Summit on Sustainable Development and the International Conference on Financing for Development. Conference participants reaffirmed sustainable development as a central element of the international agenda and gave new impetus to global action to fight poverty, protect the environment, enhance corporate accountability and responsibility, change unsustainable production and consumption patterns and promote public partnerships and to strengthen regional cooperation to those ends. The Monterrey Consensus[3] became the cornerstone for international policy discussions and national and international action on the whole gamut of interrelated trade, financial and institutional issues affecting financing for development. Activities of all affected United Nations entities, including advisory services and technical assistance, have been reoriented to support the commitments made at those conferences. National sustainable development strategies were implemented or were in the process of being formulated as a strategic planning tool in 61 countries. All the regional commissions demonstrably assisted their member countries to develop sustainable policies in many economic sectors by providing policy advice, designing systems of indicators for monitoring progress and enhancing their capacity to collect and analyse relevant data.

9. Training provided to 2,186 officials from developing countries on the use of space technologies assisted them in integrating space technology-based solutions to support sustainable development at the national level in Asia.

10. *Protecting the environment*. The United Nations Environment Programme strengthened its network of partners, with more than 250 institutions worldwide

participating in the UNEP global collaborative assessment framework. Discussion of environmental issues among national and international policy makers was enhanced by UNEP assessments. National laws and regulations and international cooperation for environmental protection and sustainable development were strengthened by 15 regional and multilateral environmental agreements, which had been validated by 241 national signatories or ratifications as at the end of 2003. UNEP, in cooperation with the convention secretariats, also enhanced the capacity for complying with environmental conventions through national biodiversity strategies and action plans and by assisting more than 120 countries to develop national biodiversity frameworks. In the Economic Commission for Europe, 3 new protocols, 5 new guidelines and 40 new recommendations were adopted, and there were 53 ratifications of ECE environmental conventions and protocols. Environmental management in member countries of ECE with economies in transition was improved through environmental performance reviews in six countries; about half of the resulting 50 to 60 recommendations per country have already been implemented. The Economic Commission for Latin America and the Caribbean contributed to the base of empirical information for the systematic and comparative assessment of national and regional trends towards sustainable patterns of increased development through a new databank containing more than 150 variables and indicators covering all member countries. In the Economic and Social Commission for Asia and the Pacific, compliance with multilateral environmental agreements was fostered in 33 countries, including 6 island developing countries, 7 countries with economies in transition and 10 least developed countries.

11. *Eradicating extreme poverty.* The *World Economic and Social Survey 2003*[4] and flagship publications of regional commissions provided policy makers with analyses of the links between certain macroeconomic policies and poverty. International media coverage publicized slum populations that were estimated for the first time and published by the United Nations Human Settlements Programme in *The Challenge of Slums: Global Report on Human Settlements 2003*.[5] Six ESCAP member countries were supported in implementing or revising pro-poor development policies, and poverty eradication practices promoted by ESCAP were incorporated into five local programmes in three countries. ECLAC promoted recommendations to foster social integration of the underprivileged and the establishment of social safety arrangements. Its publication *Social Panorama of Latin America 2002-2003*,[6] which focuses on social equity, received 189 press citations compared with 62 in 2000-2001. ECLAC received 87 requests for technical cooperation in this area, 20 per cent above the target.

12. *Trade and globalization.* Negotiation rounds facilitated by the United Nations Conference on Trade and Development resulted in 47 bilateral investment treaties. Analyses contained in the annual UNCTAD *Trade and Development Report*[7] generated policy reviews in many countries. Broad media coverage, with the number of articles in the international press exceeding the target of 144, and increased requests for advisory services also validated the usefulness of UNCTAD expertise. An external evaluation of the Project of Technical Support to the Intergovernmental Group of Twenty-Four on International Monetary Affairs considered it a success. UNCTAD publications — with more than 3 million downloads in 2003 and a 91 per cent rating of "very useful" in an online survey of readers in 60 countries — have acquired international recognition as key reference materials, especially on foreign direct investment.

13. The International Trade Centre UNCTAD/WTO fostered the integration of developing countries and countries with economies in transition into the multilateral trading system. Regional consultations were held prior to the World Trade Organization Ministerial Conference held in Cancun, Mexico, and action plans were developed afterward to follow up on results. Extensive support was provided to developing countries and countries with economies in transition in the design of national and sector-level export strategies. ECLAC enhanced negotiation capabilities in its region by providing advice and assistance on the domestic implications of international commitments in bilateral, regional and multilateral trade negotiations. The contribution of ESCAP to the accession of three countries to WTO was acknowledged by high-level intergovernmental bodies.

14. *Transport*. Emphasis was placed on issues related to modes of transport, such as the provision of increased access to landlocked countries, trade facilitation and safety issues regarding the transport of dangerous substances. With consistent United Nations support, most countries economically interested in the trade of chemicals and other dangerous goods have aligned national legislation with the globally harmonized rules and regulations for all modes of transport and have kept them updated on the basis of new or revised United Nations recommendations, thus enhancing transport safety and security and facilitating trade. Under the auspices of the Economic Commission for Europe, 5 new transport instruments and 14 sets of amendments to existing instruments were adopted. The number of contracting parties to ECE legal instruments in the area of transport increased by 29, including 9 countries from outside ECE. With the support of ESCAP, the Intergovernmental Agreement on the Asian Highway Network resulted in the expansion of the geographic coverage and capacity of the highway and an increase in the extent of the Trans-Asian Railway northern corridor, providing greater opportunities for future commercial services between Asia and Europe. Through the assistance of the Economic and Social Commission for Western Asia, an agreement was reached on an integrated transport system: the road agreement came into force upon its ratification by five countries and the railways agreement was signed by eight countries in the ESCWA region.

3. Development of Africa

15. Following the final review and appraisal of the United Nations New Agenda for the Development of Africa in the 1990s, the General Assembly, in its resolution 57/7 of 4 November 2002, endorsed the New Partnership for Africa's Development as the framework within which the international community should concentrate its support for African development. The Economic Commission for Africa facilitated consensus-building around key African development challenges by articulating common African perspectives and positions as the basis for engagement with the international community. The annual Conference of African Ministers of Finance, Planning and Economic Development fostered high-level consideration of the operational implications of the New Partnership. Partnerships between ECA and the regional economic communities were enhanced through coordination and facilitation of the collaborative arrangements around priority areas, which resulted in the signing of memorandums of understanding on subregional forums and special events on the issue of regional integration through the development of transport infrastructure. UNCTAD carried out an analytical study covering trade, financial flows, debt, structural adjustment and supply capacity in Africa, which generated

interest in the media on those issues and their impact on development and poverty in Africa. Discussion of the report by the Trade and Development Board led to the adoption of agreed conclusions on issues relating to ownership, conditionality and the content of macroeconomic policies in Africa.

16. ECA enhanced awareness in African countries of the challenge of HIV/AIDS through the work of the Commission on HIV/AIDS and Governance in Africa, which was the first effort on the continent to examine the epidemic in all its aspects.

17. A record nine buyer/seller meetings and networking events were organized in Africa in 2003 through the ITC South-South Trade Promotion Programme. Ninety per cent of the surveyed readers of the Department of Public Information's publications focusing on Africa believed that the information they contained was of great value.

4. Promotion of human rights

18. Through the leadership of the Office of the United Nations High Commissioner for Human Rights, the United Nations system mainstreamed human rights standards and principles in development programming. An inter-agency plan was adopted to strengthen the capacity of the United Nations to provide, at the request of Member States, assistance in the development of national systems for the promotion and protection of human rights. Technical assistance activities more than doubled, resulting in the strengthening of national protection systems in 35 countries. The assistance provided to special procedures mandate holders was strengthened; 1,300 urgent appeals were sent to more than 120 countries seeking the protection of persons or groups.

5. Effective coordination of humanitarian assistance efforts

19. *The consolidated appeals process.* For 2002, funding of the consolidated appeals process totalled 67.6 per cent of the $4.4 billion requested. In 2003, 69 per cent of the $5.1 billion requested was funded. With those funds, the United Nations was able to provide food, shelter, medicine and other life-saving assistance to 45 million victims of conflict, drought and other emergencies.

20. *Response to complex emergencies.* Work related to the protection of civilians in armed conflict led to the recognition of the need to consider protection issues in setting up missions mandated by the Security Council. Early and effective contingency planning led to the deployment of essential staff to countries in jeopardy three to six weeks before the escalation of a crisis. Other noteworthy accomplishments included the establishment of criteria to be used in assessing sanctions regimes and operational guidelines to promote the impartiality of humanitarian assistance in conflict situations. The information made available through the Office for the Coordination of Humanitarian Affairs information services and systems, including the Integrated Regional Information Network, ReliefWeb and OCHA Online, increased awareness and understanding of humanitarian concerns and improved emergency response as well as the preparedness and contingency planning of humanitarian partners. ReliefWeb in-depth user consultations indicated an average user satisfaction rating of 4 out of a maximum of 5. The number of quarterly visits to ReliefWeb more than doubled during the biennium (52 million compared with 25 million in 2000-2001).

21. Support was provided in the development of the Guiding Principles on Internal Displacement, which set forth the rights and guarantees applicable during displacement, return, resettlement and reintegration. The Internal Displacement Unit of the Office for the Coordination of Humanitarian Affairs enhanced the United Nations system-wide response to specific internal displacement crises.

22. *Natural disasters*. National capacity in the areas of disaster mitigation, preparedness, reduction of vulnerability and disaster management was strengthened in some 65 countries through the provision of assistance in the implementation of national action plans, projects and programmes, the development of strategies for regional consultation, the establishment of partnerships and the deployment of United Nations disaster assessment and coordination teams. The provision of 71 multinational training events at which government officials, at the local and national levels, of some 100 countries were trained, strengthened the officials' ability to respond to natural disaster emergencies and facilitated the creation of networks to exchange best practices and lessons learned. Expertise on the economic, social and environmental impact of disasters was expanded through the provision of technical assistance and the dissemination of a manual developed by ECLAC on the impact of natural disasters. Fourteen members of the Joint ESCAP/WMO Typhoon Committee adopted a common road map for the new regional cooperation implementation plan.

23. *Protecting refugees and displaced populations*. The number of accessions to the relevant conventions and protocols for the protection of refugees increased by 4 signatories to bring the total to 145, strengthening the international refugee law regime. Support provided by the Office of the United Nations High Commissioner for Refugees to the Global Consultations on International Protection contributed to the adoption of the Agenda for Protection. UNHCR developed, in the Agenda for Protection, activities and indicators that promoted the goal of improved compliance by States with accepted standards of treatment of refugees. Responses to the protection needs of refugee women, children and elderly persons were enhanced under the Agenda for Protection. The approach of UNHCR to those three priority categories was restructured, and programme initiatives were introduced covering special services for children, children at risk, women and the elderly. A new initiative, Convention Plus, which focused on increased use of comprehensive and regional approaches to preventing and resolving refugee situations and other forms of involuntary displacement, was launched.

24. *Assisting refugees and displaced populations*. UNHCR, through its 251 offices in 115 countries, arranged for the voluntary repatriation, return or resettlement of 4.4 million persons during the biennium. The total population of concern to UNHCR, including refugees, asylum seekers and internally displaced persons, as well as those who returned during the year, increased to 20.6 million in 2003. Improvements in emergency preparedness and response mechanisms were achieved in the areas of procurement and delivery of supplies, training and early warning. The number of implementing partners increased to 700, three quarters of which were national NGOs. UNHCR continued to place emphasis on enhancing the capacity of its partners; $330 million of its annual budget was channelled through them.

25. *Palestinian refugees*. The United Nations Relief and Works Agency for Palestine Refugees in the Near East provided education, health, relief, social and microfinance services to about 4 million registered Palestinian refugees in Jordan,

Lebanon, the Syrian Arab Republic, the West Bank and the Gaza Strip. The quality of those services was indicated by pupil pass rates of over 95 per cent, infant and child mortality rates below the world average, more than 99 per cent immunization coverage against vaccine-preventable diseases and loan-for-enterprise-development repayment rates of 98 per cent. In addition, UNWRA provided emergency assistance to more than 200,000 families in the West Bank and the Gaza Strip.

6. Promotion of justice and international law

26. Important progress was made in the formulation of legal instruments dealing with issues of major international concern. With the support of the Secretariat, the Rome Statute of the International Criminal Court entered into force. Several other instruments are in an advanced state of elaboration, including the draft comprehensive convention on international terrorism and the draft convention for the suppression of nuclear terrorism, as well as the draft convention on jurisdictional immunities. An agreement between the United Nations and the Government of Cambodia was signed on the establishment, with international assistance, of extraordinary chambers within the existing court structure of Cambodia for the prosecution of serious violations of Cambodian and international law committed during the period of Democratic Kampuchea.

27. Assistance related to the adoption of new legal instruments developed in the field of law of the sea and ocean affairs contributed to greater respect for and acceptance of the United Nations Convention on the Law of the Sea and its implementing Agreements and a higher degree of uniformity and consistency in their application.

28. There was a considerable increase in treaty actions, case law based on United Nations Commission on International Trade Law texts and downloads from the UNCITRAL web site.

29. The Office of the Legal Counsel provided advice setting out the legal implications of the independence of East Timor, the Bonn Agreement on Afghanistan, programmes in post-war Iraq, preparations for the Khmer Rouge trials and the establishment of the Special Court for Sierra Leone. Legal advice was provided, as necessary, to the International Tribunal for the Former Yugoslavia and the International Criminal Tribunal for Rwanda. The General Legal Division of the Office of Legal Affairs successfully resolved claims against the United Nations, resulting in savings of $2.7 million, and defended the Organization's status and privileges and immunities in all legal proceedings.

30. Much substantive work performed throughout the Secretariat (on such matters as the protection of refugees, the global environment and international drug control) contributed to the development, in the specialized areas of concern, of international legal instruments, as well as a significant number of negotiated norms and standards.

7. Disarmament

31. The most important results achieved through the provision of substantive support and analytical and organizational assistance by the Department for Disarmament Affairs to intergovernmental bodies included:

- *Multilateral negotiations on arms limitation and disarmament.* Protocol V (entitled "Protocol on Explosive Remnants of War") to the Convention on Certain Conventional Weapons was adopted.

- *Weapons of mass destruction.* The agreement reached by the five Central Asian States on a text for a nuclear-weapon-free treaty in Central Asia represented an important contribution to enhancing cooperation in the subregion on matters relating to confidence-building, disarmament and security.

- *Conventional arms.* Increased participation in the United Nations transparency instruments was promoted, with the result that 137 States submitted information on the United Nations Register of Conventional Arms and 97 provided information on the standardized instrument for reporting military expenditures.

- *Regional disarmament.* Opportunities for regional cooperation in disarmament increased through the implementation of 100 projects, events and initiatives fostering exchange of ideas on confidence-building measures, peace and security.

8. Drug control, crime prevention and combating international terrorism

32. Through the assistance provided by the Office on Drugs and Crime, the three international drug control treaties achieved virtually universal adherence, and 104 countries adopted legal or administrative measures to implement them. On average, 100 countries reported progress in implementing the measures adopted by the General Assembly at its twentieth special session. The dissemination of information and tools and the provision of scientific support, research and analysis on illicit drug production, trafficking and consumption trends enabled Member States to formulate knowledge-based demand reduction interventions and to formulate enhanced supply reduction interventions to reduce the cultivation of the illicit opium poppy and the coca bush, to prevent the diversion of the main chemical substances used in the illicit manufacture of cocaine, heroin and amphetamine-type stimulants and to facilitate international judicial and law enforcement cooperation related to drug control.

33. The crime programme facilitated the entry into force of the United Nations Convention against Transnational Organized Crime and the Protocols on trafficking in persons and the smuggling of migrants, and enabled the expeditious negotiation and adoption of the Protocol on illicit trafficking in firearms and the United Nations Convention against Corruption, which is now in the process of ratification. Secretariat activities instrumental in those achievements included a review of national legislation needed to fulfil ratification obligations, the training of government officials and the mobilization of donor support for needed technical assistance. Some 61 countries benefited from advisory services provided in response to their specific request for assistance in ratifying the crime and terrorism conventions and in undertaking national measures for combating crime and strengthening related institutional capacities, including criminal justice reform.

9. Strengthening the United Nations

34. *Gender mainstreaming.* A systematic effort to integrate gender perspectives was reflected in the budget instructions, in which programme managers were

requested to define for each subprogramme at least one expected accomplishment that reflected the most important gender dimension of their work. Eight programmes fully implemented the instruction, nine programmes reflected the gender dimension in some of their subprogrammes, and nine identified no gender-related expected accomplishments. Out of 133 subprogrammes, 52 (or 39 per cent) referred explicitly to gender perspectives in the form of at least one expected accomplishment, and 14 per cent of 470 expected accomplishments defined in 26 programmes were gender-oriented. Altogether, 67 of the statements of accomplishments contained in part two of the report cover gender aspects of specific substantive areas. Eight programmes referred to gender issues in their highlights of programme results. Sex-disaggregated data on participants were provided for 95 per cent of the training courses, seminars and workshops reported by 19 programmes, which indicated that the proportion of women participants was 33 per cent. Evidence suggests that the work of the United Nations has been enhanced by addressing the gender dimension in a more systematic manner.

35. *Information technology outreach.* The United Nations strengthened its use of information technology by expanding its presence on the Internet and producing and disseminating databases, publications and information. Sixteen departments and offices actively developed and upgraded about forty web sites related to economic and social development, gender, political affairs, peacekeeping, human rights, housing rights, humanitarian assistance, trade and development, crime and drugs, environment and legal affairs, among others. The wide diffusion, acceptance and use of information, publications, tools, databases, research findings and policy proposals resulted in greater awareness and understanding by Member States and civil society of development issues, the application of science and technology to achieve food security and sustainable development, Internet enterprise, economic development, the gender dimension, human rights and development issues, corruption, terrorism and organized crime, drug control and environmental issues.

36. Government officials obtained useful Internet-based information, studies and tools on commerce and integration, economic growth, public policy, industry, competitiveness, sustainability, trade structure, trade barriers to market access, international investment and financial flows that enhanced their capacity to produce statistics and to generate analyses of current economic trends as inputs for the management of policies and enabled them to take more informed decisions about international trade, economic development and integration. Altogether, a significant increase in the number of downloads throughout the Organization reflected efforts to reach new end-users and established the Internet as a viable dissemination tool.

37. *General Assembly affairs and conference services.* The implementation of reform measures envisioned in the report of the Secretary-General on improving the performance of the Department of General Assembly Affairs and Conference Services (A/57/289) resulted in performance improvements. The availability of pre-session documentation for the General Assembly increased from 50 per cent in 2002 to 62 per cent in 2003, and the overall utilization of available capacity was 97 per cent for translation and 92 per cent for interpretation. The quality of services improved: the number of complaints decreased from 10 in 2002 to 5 in 2003. The quality of verbatim records was high; only 31 requests for corrigenda were received on about 800 verbatim records.

38. *Public information.* As a result of a comprehensive review initiated in the previous biennium, the operating model and organizational structure of the Department of Public Information were changed in 2003. The Department enhanced its collaboration with key partners in the United Nations system and in civil society, facilitated the association of 82 new non-governmental organizations and forged new ties to media outlets and other redisseminators. The webcasting of all plenary sessions of the Department's annual NGO conference reached viewers in more than 25 countries. By December 2003, 226 radio and television stations located in 95 countries were regularly — daily or weekly — broadcasting United Nations programming to a potential audience of about 130 million for radio and 1 billion for television. The subscriber base for the Department's daily e-mail news service increased from 4,800 in 2002 to more than 22,000 people in 130 countries in 2003. Page views of the United Nations News Centre reached 4.4 million, far exceeding the target of 1.4 million. This growth was mirrored by a rising number of visits to the general United Nations web site, with sites in official languages other than English showing growth ranging from about 100 to nearly 800 per cent, against a 77 per cent rise for English.

39. *Programme planning, budget and accounts.* Financial reporting backlogs were reduced, accounting policies and procedures were improved, systems were enhanced and financial statement presentations were simplified. All audit opinions on United Nations financial statements were positive. Member States acknowledged and welcomed improvements in the presentation of the budget documents. Out of 45 budget fascicles, 41 were submitted in accordance with legislative requirements, an 85 per cent improvement rate. For financial services relating to peacekeeping matters, approximately 90 per cent of budgets were submitted to the General Assembly within established deadlines.

40. *Human resources management.* A planning and monitoring system for semi-annual reviews of human resources action plans was introduced with the agreement of department heads. An enhanced recruitment system reduced the amount of time required for staff selection to an average of 174 days by the end of 2003. The percentage of women in posts at the Professional and higher levels reached 36.4 per cent in December 2003, compared with 34.6 per cent in 2001. The time taken to process appeals in the internal justice system was shortened.

41. *Central support services.* Enhanced security measures were introduced at Headquarters. Progress was made in procurement reform: the 70 per cent target for the implementation of General Assembly resolutions and recommendations of the internal and external auditors was met. A survey indicated that information and technology services had improved. The facilities and physical conditions of the United Nations premises were efficiently maintained and in some cases upgraded. In a survey of client satisfaction, 20 per cent responded that services had improved, 16 per cent reported a deterioration in service delivery, and the majority stated that service quality had remained the same.

42. *Internal oversight.* The Office of Internal Oversight Services contributed to enhanced internal controls and improved overall management, working methods and accountability of staff of the Organization, including enhanced programme implementation and compliance with the rules and regulations as evidenced by a 50 per cent rate of implementation of its most important recommendations during the biennium. Accepted and actual recoveries totalling $18.2 million were achieved through the recommendations of the Office. Guidelines on the conduct of

investigations by investigators of international and bilateral organizations were established. The law enforcement authorities of three Member States were assisted in connection with criminal prosecutions of matters referred to them by the United Nations.

B. Delivery of outputs

43. Quantifiable outputs covered by the present implementation report comprise six categories: (a) substantive servicing of meetings; (b) parliamentary documentation; (c) expert groups, rapporteurs and depository services; (d) recurrent publications; (e) non-recurrent publications; and (f) other substantive activities (such as exhibits, booklets, special events, etc.). Outputs are defined as final products or services delivered by a programme or subprogramme to end-users in order to achieve its objectives (see ST/SGB/2000/8, annex). The quantifiable outputs differ from other activities in that they can be identified in the programme budget with sufficient precision and therefore can be counted. Other activities of the Organization do not generate quantifiable outputs but are reflected in the programme budget, as they are part of the Organization's work and involve the use of resources. Examples of such activities include intra-Secretariat and system-wide coordination and consultation, good offices, fact-finding missions, advisory services and field projects. These activities are considered "non-quantifiable" and are not reflected in the present report. They were, however, taken into account in the overview of the key results achieved and in the individual reports on programme accomplishments that follow in part two.

44. The inventory of programmed outputs subject to reporting was taken from the programme of work narratives for the relevant subprogrammes of the proposed programme budget for the biennium 2002-2003, as amended by the General Assembly in its resolution 56/253 of 24 December 2001. The budget contained 27,611 *programmed* outputs. Together with 626 outputs carried over from the previous biennium, the number of *planned* outputs came to 28,237, and, with 2,957 outputs added to the Organization's programme of work during the biennium by legislative bodies, the number of *mandated* outputs due for implementation in 2002-2003 amounted to 31,194. Furthermore, 1,937 outputs were added to the workload and implemented at the initiative of the Secretariat, resulting in a total number of outputs of 33,131 for the biennium. The data on the implementation of those outputs are shown in table 1.

1. Implementation rates

45. During the biennium, 22,706 outputs were completed as programmed and 564 outputs were completed after having been reformulated[8] (both are counted as having been implemented). In addition, 2,957 outputs added by legislation and 1,937 outputs added by the Secretariat were implemented. A total of 643 outputs were postponed to the next biennium and 4,324 were terminated. Outputs were postponed and terminated either by legislative decision or at the discretion of programme managers (in accordance with rule 106.2 of the programme planning rules).

46. The output implementation rate can be calculated in three different ways, depending on what is considered to be the workload for the biennium. The first calculation (I_1) shows the percentage of all *mandated* outputs (those initially programmed plus those carried over plus those added by legislation) that were implemented. The second calculation (I_2) shows the rate of implementation of *all*

outputs, which is the sum of mandated outputs plus those added by the Secretariat. It indicates how much of the overall workload of the biennium was accomplished. Finally, the third figure (I_3) is the percentage of all outputs implemented (those programmed, carried over, reformulated and added by legislation and by the Secretariat) compared with the outputs programmed in the 2002-2003 budget. To understand the purpose of I_3, it should be recalled that while budgetary resources were provided to deliver the outputs programmed in the biennial budget, developments during the biennium may have resulted in additions to the workload that had to be implemented within the available resources. This implementation rate shows how much was delivered by a particular programme compared with what had been programmed at the outset of the biennium. The three implementation rates for each programme are set out in table 1. Budget sections with only non-quantifiable outputs were not included. The total number of outputs in table 1 is the sum of those initially programmed, carried over and added by legislative bodies and the Secretariat.

47. The implementation rate of 84 per cent for mandated outputs (I_1) was higher by 1 percentage point than the rate of 83 per cent achieved in 2000-2001. The total implementation rate (I_2) was 85 per cent, compared with 84 per cent in the previous biennium. Out of 27 budget sections, 17 achieved implementation rates of 90 per cent or higher; another 7 implemented between 80 per cent and 89 per cent of mandated outputs; and only 3 had implementation rates lower than 80 per cent.

48. Only two sections, section 2, General Assembly affairs and conference services, and section 4, Disarmament, had implementation rates markedly below the average — 57 per cent and 53 per cent respectively. The most important factor affecting those implementation rates was the number of outputs terminated. The Department for General Assembly and Conference Management (formerly the Department of General Assembly Affairs and Conference Services) and the Department for Disarmament Affairs had the largest absolute and relative number of terminations — 1,139 and 1,051 outputs respectively, which accounted for 50.6 per cent of all outputs terminated in the Secretariat. The 1,139 terminations amounted to 46 per cent of the programmed outputs of the Department for General Assembly and Conference Management and the 1,051 terminations represented 56 per cent of the 1,876 programmed outputs of the Department for Disarmament Affairs. Legislative terminations accounted for 60 per cent of all terminations for the Department for General Assembly and Conference Management and 50 per cent of those for the Department for Disarmament Affairs.

49. Most of the terminations in both departments fell under two categories of outputs: substantive servicing of meetings and parliamentary documentation. The bulk of legislative terminations were due to the cancellation of numerous meetings of intergovernmental bodies, such as the Main Committees of the General Assembly, various working and expert groups, the Conference on Disarmament and so on. Consequently, hundreds of outputs programmed in support of those meetings had to be terminated. As the decision to convene or cancel a meeting or series of them rests entirely with Member States, the two departments had little opportunity to anticipate or control such terminations.

Table 1
Rates of output implementation, by programme budget section

Budget section		*Number of outputs*	*Implementation rates (percentage)*[a]		
			I_1	I_2	I_3
2	General Assembly affairs and conference services	2 676	57	57	62
3	Political affairs	1 948	79	79	81
4	Disarmament	2 278	53	53	65
5	Peacekeeping operations	966	94	94	95
6	Peaceful uses of outer space	508	93	94	169
8	Legal affairs	2 212	81	83	111
9	Economic and social affairs	3 257	94	94	120
10	Africa: New Agenda for Development	148	84	85	103
11A	Trade and development	1 051	82	82	92
11B	International Trade Centre (UNCTAD/WTO)	222	95	95	127
12	Environment	1 180	90	94	195
13	Human settlements	177	90	93	300
14	Crime prevention and criminal justice	457	96	96	142
15	International drug control	957	87	89	122
16	Economic and social development in Africa	381	87	87	111
17	Economic and social development in Asia and the Pacific	1 058	89	90	106
18	Economic development in Europe	4 668	92	92	104
19	Economic and social development in Latin America and the Caribbean	681	93	94	121
20	Economic and social development in Western Asia	219	93	94	109
22	Human rights	3 912	87	87	113
23	Protection of and assistance to refugees	206	97	97	97
25	Humanitarian assistance	1 008	98	98	99
26	Public information	1 020	91	92	101
27A	Office of the Under-Secretary-General for Management	421	98	98	110
27B	Office of Programme Planning, Budget and Accounts	1 244	95	95	95
27C	Office of Human Resources Management	158	89	89	89
28	Internal oversight	115	100	100	185
Total		**33 131**	**84**	**85**	**102**

[a] I_1 is the percentage of all mandated outputs that were implemented. I_2 is the percentage of total outputs that were implemented. I_3 is the percentage of all outputs implemented compared with the outputs programmed in the 2002-2003 budget.

50. Another 39 per cent of terminations that occurred in the Department for General Assembly and Conference Management were the result of management decisions taken in line with the Secretary-General's initiative to rationalize the production of outputs by eliminating obsolete and redundant ones and to streamline meeting procedures and servicing. The cumulative impact was a low implementation rate, which reflected difficulties in foreseeing well in advance and with reasonable reliability the schedules of work of the intergovernmental bodies that the Department services, as well as the fact that a positive initiative of rationalizing the programme of work can have a technically negative impact on the implementation rate. Similarly, 47 per cent of outputs terminated in the disarmament programme were eliminated at the discretion of management as a result of reduced demand for services and in order to streamline the production of political briefs, assessments and analyses. Coupled with legislative terminations, this resulted in the lowest implementation rate in the Secretariat – 53 per cent.

51. It is of note that if the outputs terminated by legislative action are excluded from the calculation (because their termination was not the responsibility of the Secretariat), the implementation rates for the Department for General Assembly and Conference Management and the Department for Disarmament Affairs increase to 77 per cent and 68 per cent respectively. Similarly, if all legislatively terminated outputs are deducted from the calculation in all departments and offices, the overall implementation rate for the Secretariat rises from 84 per cent to 90 per cent.

52. As explained above, the indicator I_3 is the ratio of outputs implemented to outputs initially programmed. Its use reflects a recognition that it is not always feasible to plan output delivery with exactitude two to three years in advance and demonstrates the resourcefulness and ability of departments to cope with unforeseen circumstances. The impact of emerging issues and changing priorities can be quite drastic, and an adequate programmatic response can require the delivery of additional outputs. The Secretariat-wide average I_3 implementation rate was 102 per cent, with 17 budget sections being above the average and 10 being below it. This indicates the ability of programme managers to respond to unforeseen programmatic demands with a higher level of programme delivery.

2. Additions

53. In the course of the biennium, 4,894 outputs were added to the programme of work by either intergovernmental bodies or the Secretariat and were implemented. In relative terms, the level of additions compared with total planned outputs was slightly higher than in the previous biennium: 17 per cent against 15 per cent previously. As in the previous biennium, more than half — 60 per cent — of the additions were introduced by intergovernmental bodies, mostly in two categories of outputs: parliamentary documentation and substantive servicing of meetings. Additions by the Secretariat followed the same pattern. The data on added outputs is presented in table 2. (Budget sections with no additions are not included.)

54. Six budget sections, on disarmament, economic and social affairs, legal affairs, environment, economic development in Europe and human rights, accounted for 68 per cent of all additional outputs. For those sections, 63 per cent of additions were introduced by legislative bodies, and for only one, environment, additions by legislative bodies amounted to less than 10 per cent of the total additions.

Table 2
Outputs added, by programme budget section

Budget section		*Total*	*Reason for addition*				
			Legislative	*Secretariat*			
				Total	*Programmatic*	*Availability of extrabudgetary funds*	*Additions (percentage)*[a]
2	General Assembly affairs and conference services	183	148	35	35	–	7
3	Political affairs	3	–	3	3	–	<1
4	Disarmament	402	380	22	8	14	21
5	Peacekeeping operations	3	3	0	–	–	<1
6	Peaceful uses of outer space	217	168	49	44	5	75
8	Legal affairs	514	235	279	278	1	30
9	Economic and social affairs	634	591	43	43	–	24
10	Africa: New Agenda for Development	21	9	12	12	–	17
11A	Trade and development	68	30	38	34	4	7
11B	International Trade Centre UNCTAD/ WTO	50	20	30	7	23	29
12	Environment	581	46	535	533	2	97
13	Human settlements	116	54	62	54	8	190
14	Crime prevention and criminal justice	147	127	20	20	–	47
15	International drug control	223	90	133	121	12	30
16	Economic and social development in Africa	34	26	8	8	–	10
17	Economic and social development in Asia and the Pacific	141	63	78	73	5	15
18	Economic development in Europe	459	275	184	179	5	11
19	Economic and social development in Latin America and the Caribbean	130	13	117	91	26	24
20	Economic and social development in Western Asia	21	17	4	3	1	11
22	Human rights	761	582	179	159	20	24
25	Humanitarian assistance	5	–	5	1	4	<1
26	Public information	77	–	77	53	24	8
27A	Office of the Under-Secretary-General for Management	49	49	–	–	–	13
27B	Office of Programme Planning, Budget and Accounts	1	1	–	–	–	<1
27C	Office of Human Resources Management	1	1	–	–	–	<1
28	Internal oversight	53	29	24	24	–	85
Total		**4 894**	**2 957**	**1 937**	**1 783**	**154**	**17**

[a] Additions as a percentage of planned outputs.

3. Postponements

55. Out of the 33,131 mandated outputs, 643, or 1.9 per cent, were postponed compared with 2.3 per cent in the previous biennium. An output is considered to have been postponed if, irrespective of its stage of completion, it was not delivered to primary users by the end of the biennium, even if it is expected to be delivered at the beginning of 2004. The postponements mainly concerned publications and other substantive outputs such as booklets, wall charts, information kits, special events and technical material, which jointly accounted for 90 per cent of the total. Table 3 provides the main reasons for the postponement of outputs by section of the programme budget. (Budget sections that did not postpone any outputs are not included.)

4. Terminations

56. Altogether 4,324 outputs, or 13 per cent of the 33,131 total outputs, were terminated in 2002-2003, compared with 14.7 per cent of the total in the previous biennium. About half (51 per cent) of the terminations were the result of legislative decisions; programmatic changes at the discretion of programme managers accounted for 45 per cent (comprising mostly obsolete and duplicative outputs that were terminated in line with the Secretary-General's policy of rationalizing the work of the Secretariat); and 4 per cent were attributed to vacancies and a shortage of extrabudgetary resources. Eighty-three per cent of all terminations were in the categories of substantive servicing of meetings and parliamentary documentation.

57. At its thirty-ninth session, in June 1999, the Committee for Programme and Coordination requested that future performance reports provide reasons for the termination of outputs.[9] This is done in table 4 below. Four budget sections, on General Assembly affairs and conference services, disarmament, economic development in Europe and human rights, accounted for 68 per cent of all terminated outputs. Out of 2,939 outputs terminated in those sections, 55 per cent were terminated by legislative decision, another 43 per cent were terminated for programmatic reasons and about 2 per cent were terminated because of vacancies and a shortage of extrabudgetary funds. The reasons for terminations in section 2, General Assembly affairs and conference services, and section 4, Disarmament, are explained above. In the other two budget sections, outputs were terminated for similar reasons: the cancellation of scheduled meetings and the related parliamentary documentation for various reasons, the refocusing of priorities in the light of new or emerging issues that needed to be addressed and the Secretary-General's policy on streamlining reporting, which prompted programme managers to take a hard look at the programme of work to determine which outputs were duplicative and could be subsumed under other activities.

Table 3
Outputs postponed, by programme budget section

Budget section		*Total*	*Reason for postponement*					*Postponements (percentage)*[a]
			Legislative	*Programmatic*	*Regular budget vacancy*	*Extra-budgetary vacancy*	*Extra-budgetary shortage*	
2	General Assembly affairs and conference services	1	–	1	–	–	–	<1
3	Political affairs	38	–	38	–	–	–	2
4	Disarmament	19	–	2	–	4	13	1
5	Peacekeeping operations	2	–	2	–	–	–	<1
6	Peaceful uses of outer space	6	–	6	–	–	–	2
8	Legal affairs	144	–	137	7	–	–	8
9	Economic and social affairs	79	–	63	14	–	1	3
10	Africa: New Agenda for Development	5	–	5	–	–	–	4
11A	Trade and development	75	1	68	1	–	5	8
11B	International Trade Centre UNCTAD/WTO	5	–	5	–	–	–	3
12	Environment	31	–	29	–	–	2	5
13	Human settlements	11	–	8	–	–	3	18
14	Crime prevention and criminal justice	2	–	–	–	–	2	<1
15	International drug control	17	–	13	4	–	–	2
16	Economic and social development in Africa	20	–	20	–	–	–	6
17	Economic and social development in Asia and the Pacific	10	–	8	–	–	2	1
18	Economic development in Europe	61	–	54	5	–	2	1
19	Economic and social development in Latin America and the Caribbean	28	3	21	3	–	1	5
20	Economic and social development in Western Asia	6	–	6	–	–	–	3
22	Human rights	54	2	33	–	–	19	2
25	Humanitarian assistance	14	–	13	–	1	–	1
26	Public information	14	–	14	–	–	–	1
27B	Office of Programme Planning, Budget and Accounts	1	1	–	–	–	–	<1
	Total	**643**	**8**	**546**	**34**	**5**	**50**	**2**

[a] Postponements as a percentage of planned outputs.

Table 4
Outputs terminated, by programme budget section

Budget section		Total	Reason for termination					Terminations (percentage)[a]
			Legislative	Programmatic	Regular budget vacancy	Extra-budgetary vacancy	Extra-budgetary shortage	
2	General Assembly affairs and conference services	1 139	693	446	–	–	–	46
3	Political affairs	362	157	205	–	–	–	19
4	Disarmament	1 051	528	492	–	7	24	56
5	Peacekeeping operations	54	0	54	–	–	–	6
6	Peaceful uses of outer space	24	5	12	–	–	7	8
8	Legal affairs	230	183	47	–	–	–	14
9	Economic and social affairs	119	63	50	5	–	1	5
10	Africa: New Agenda for Development	17	10	6	–	–	1	13
11A	Trade and development	109	42	52	3	–	12	11
11B	International Trade Centre UNCTAD/WTO	5	0	4	–	–	1	3
12	Environment	35	1	6	–	1	27	6
13	Human settlements	1	–	1	–	–	–	2
14	Crime prevention and criminal justice	14	12	–	–	–	2	5
15	International drug control	91	11	52	5	–	23	12
16	Economic and social development in Africa	29	–	25	1	–	3	8
17	Economic and social development in Asia and the Pacific	95	85	10	–	–	–	10
18	Economic development in Europe	300	46	215	16	–	23	7
19	Economic and social development in Latin America and the Caribbean	14	2	4	2	–	6	3
20	Economic and social development in Western Asia	8	–	3	5	–	–	4
22	Human rights	449	345	103	–	–	1	14
23	Protection of and assistance to refugees	7	–	2	–	3	2	3
25	Humanitarian assistance	11	2	9	–	–	–	1
26	Public information	68	–	64	–	–	4	7
27A	Office of the Under-Secretary-General for Management	10	–	10	–	–	–	3
27B	Office of Programme Planning, Budget and Accounts	64	–	64	–	–	–	5
27C	Office of Human Resources Management	18	18	–	–	–	–	11
Total		**4 324**	**2 203**	**1 936**	**37**	**11**	**137**	**15**

[a] Terminations as a percentage of planned outputs.

5. Outputs carried over from the previous biennium

58. Table 5 provides information on the status of implementation of outputs that were due for implementation in 2000-2001 and were subsequently reported as having been postponed to 2002-2003 in the report of the Secretary-General on programme performance for the biennium 2000-2001 (A/57/62). Out of 626 outputs carried over from the previous biennium, 62 per cent were implemented, 14 per cent were postponed further and the remaining 24 per cent were terminated. Among the outputs terminated, 36 per cent were related to substantive servicing of meetings, while recurrent and non-recurrent publications accounted for 44 per cent. While management's efforts in terminating obsolete outputs can have only a positive impact on programme performance, they do not appear to be consistent enough, especially in regard to 45 publications that were part of 90 outputs postponed over two bienniums. Table 5 includes budget sections that had at least one output carried over.

Table 5
Status of outputs carried over from the previous biennium, by programme budget section

Budget section		*Carried over from 2000-2001*	*Status of implementation*		
			Implemented	*Postponed to 2004-2005*	*Terminated*
2	General Assembly affairs and conference services	16	4	–	12
3	Political affairs	28	25	2	1
4	Disarmament	27	13	1	13
5	Peacekeeping operations	1	1	–	–
6	Peaceful uses of outer space	8	4	1	3
8	Legal affairs	35	19	16	–
9	Economic and social affairs	80	65	9	6
10	Africa: New Agenda for Development	5	3	0	2
11A	Trade and development	42	27	7	8
11B	International Trade Centre UNCTAD/WTO	5	4	1	–
12	Environment	27	20	1	6
13	Human settlements	6	4	2	–
15	International drug control	36	18	6	12
16	Economic and social development in Africa	48	36	1	11
17	Economic and social development in Asia and the Pacific	18	17	1	–
18	Economic development in Europe	56	43	8	5
19	Economic and social development in Latin America and the Caribbean	21	20	–	1
20	Economic and social development in Western Asia	10	9	–	1
22	Human rights	133	39	31	63
25	Humanitarian assistance	13	10	1	2
26	Public information	11	4	2	5
Total		**626**	**385**	**90**	**151**

C. Resource utilization

59. A total of 530,693 work-months (including the work of consultants) were utilized by the Secretariat to deliver the 2002-2003 programme of work and to achieve the envisaged accomplishments. Of that amount, 434,309 work-months, or 81.8 per cent of the total, were under programme 24, Palestine refugees, which does not produce any quantifiable outputs programmed in the biennial budget but which, with its 131 international and over 23,000 local staff, delivers services to more than 4 million refugees. Four more offices — the United Nations Offices at Geneva, Vienna and Nairobi and the Office of Central Support Services in New York — dedicate less than 1 per cent of their total of 5,996 work-months to producing quantifiable outputs. Another four entities — the Department for General Assembly and Conference Management, the International Trade Centre UNCTAD/WTO, the Office of the United Nations High Commissioner for Refugees and the Office of Internal Oversight Services — utilize 10 per cent or less of their 28,900 combined work-months for delivering quantifiable outputs. Altogether, those eight entities account for 6.6 per cent of all work-months.

60. In the remaining 23 budget sections, which account for 61,487 work-months (or 11.6 per cent of the total), the production of quantifiable outputs occupied from 12 to 93 per cent of the total work-months utilized. Of those 23 programmes, 12 dedicated more than 62 per cent of their work-months to the production of quantifiable outputs, with an average level of 76 per cent. In the other 11 budget sections, the level of work-months utilized for producing quantifiable outputs varied between 12 and 59 per cent, with an average of 37 per cent.

61. The average number of work-months utilized to produce a quantifiable output was 1.9. Between sections, it varied from a low of 0.2 to a high of 7.2 work-months per output. Three distinct clusters could be observed: 17 sections were grouped around the average of 2.3 work-months per output, with a range of 1.0 to 3.8; in another 7 sections, it took from 0.2 to 0.7 work-months to produce a quantifiable output, with an average of 0.5 work-months per output; and 2 sections stood alone at the high end of this distribution, with 5.0 and 7.2 work-months per output. These figures may be useful for future planning.

62. Table 6 shows for each budget section a breakdown of the total number of work-months utilized, the number of work-months required to produce one quantifiable output and the percentage of work-months used to produce quantifiable outputs.

Table 6
Work-months utilized

Budget section		Number of work-months used						Percentage of work-months used to produce quantifiable outputs
		Regular budget		Extrabudgetary				
		Professional	Consultant	Professional	Consultant	Total	To produce one quantifiable output	
2	General Assembly affairs and conference services	19 984	83	924	104	21 096	1.4	10
3	Political affairs	2 049	6	126	21	2 203	1.2	87
4	Disarmament	485	11	234	71	801	0.5	79
5	Peacekeeping operations	607	–	6 569	0	7 176	3.2	41
6	Peaceful uses of outer space	349	0.5	24	3	377	0.3	44
8	Legal affairs	1 671	10	314	3	1 998	0.7	62
9	Economic and social affairs	5 297	424	282	250	6 253	1.6	78
10	Africa: New Agenda for Development	271	84	–	10	366	2.3	80
11A	Trade and development	2 769	129	1 269.2	361	4 529	2.5	49
11B	International Trade Centre UNCTAD/WTO	1 649	53	562	820	3 085	1	7
12	Environment	785	48	3 087	819	4 739	2.5	59
13	Human settlements	407	17	515	161	1 101	3.2	48
14	Crime prevention and criminal justice	564	16	288	72	940	0.9	44
15	International drug control	850	47	562	264	1 723	1.6	78
16	Economic and social development in Africa	1 129	162	37	64	1 392	3.1	73
17	Economic and social development in Asia and the Pacific	1 865	112	331	297	2 606	1.4	52
18	Economic development in Europe	2 382	113	261	213	2 970	0.6	85
19	Economic and social development in Latin America and the Caribbean	2 419	219	300	876	3 814	3.8	63
20	Economic and social development in Western Asia	1 128	168	46	103.1	1 445	5	71
22	Human rights	1 436	34	1 227	38	2 736	0.5	63
23	Protection of and assistance to refugees	–	–	2 741	–	2 741	1.4	10
24	Palestine refugees	24	–	434 232	53	434 309	–	<1
25	Humanitarian assistance	661	104	1 538	192	2 495	1.3	53
26	Public information	6 997	76	182	35	7 290	7.2	93
27A	Office of the Under-Secretary-General for Management	235	4	276	4	519	0.2	12

Budget section		Number of work-months used						Percentage of work-months used to produce quantifiable outputs
		Regular budget		Extrabudgetary				
		Professional	Consultant	Professional	Consultant	Total	To produce one quantifiable output	
27B	Office of Programme Planning, Budget and Accounts	592	–	893	48	1 533	0.5	38
27C	Office of Human Resources Management	2 136	9	335	–	2 480	2.8	16
27D	Office of Central Support Services	2 274	141	419	–	2 834	–	<1
27E	United Nations Office at Geneva	643	348	227	178	1 396	–	<1
27F	United Nations Office at Vienna	372	12	128.5	0	513	–	<1
27G	United Nations Office at Nairobi	626.0	2	457	168	1 253	–	<1
28	Internal oversight	1 418	7	546	7	1 978	1.7	10
	Total	**64 079**	**2 442**	**458 935**	**5 237**	**530 693**	**1.9**	**8**

63. Of the 530,693 total work-months, 41,250 work-months, or 8 per cent, were utilized for the production of 33,131 quantifiable outputs. If UNRWA, the United Nations Offices at Geneva, Vienna and Nairobi and the Office of Central Support Services in New York are excluded (because they produce no quantifiable outputs), the figure rises to 45.6 per cent. Thus, for offices delivering both quantifiable and non-quantifiable outputs, the number of work-months was almost equally split between the two, on average. It should be recalled that non-quantifiable activities comprise outputs devoted to international cooperation, inter-agency coordination and liaison and technical cooperation activities.

D. Strengthening results-based monitoring and reporting

64. The elements of results-based performance reporting evolved and were consolidated over the last three bienniums. The programme performance report for the biennium 1998-1999 included a rudimentary qualitative analysis reflecting the outcomes of implemented programmed activities (see A/55/73, paras. 6-13, 41-45 and annex). Managers were urged not only to monitor the production of outputs, but also to make a concerted effort to identify the end-users of their outputs and to track indicators of the use made of their products and services. In 2000-2001, the core elements of results-based-budgeting were further enhanced. Formulas of expected accomplishments were legislated and an electronic infrastructure for integrated, online monitoring and reporting of results-based performance (IMDIS) was established (see A/57/62, paras. 6-14, 51-66 and annex). The distinct feature of the programme budget for 2002-2003 was that it was the first one formulated fully in accordance with the results-based-budgeting concepts approved by the General Assembly.

65. Strengthening all facets of the results-based culture during the past two years required the concerted efforts of the Programme Planning and Budget Division, the Monitoring, Evaluation and Consulting Division of the Office of Internal Oversight Services and the Office of the Under-Secretary-General for Economic and Social

Affairs. The joint strategy was four-pronged: (a) to create, early in the biennium, sufficient expertise in articulating all elements of a results-based logical framework and a capacity to gauge the results; (b) to further develop IMDIS facilities for collecting and analysing information for results-based performance monitoring and reporting; (c) to provide continuous support throughout the biennium in methodological and technical aspects of programme monitoring and reporting, including the collection, on a regular basis, of performance-related data; and (d) to provide end-of-biennium training aimed at refreshing, mobilizing and focusing management's attention on meaningful and substantiated reporting of results achieved (see A/57/474).

66. In line with this strategy, 65 workshops were held in 2002 involving about 1,230 participants from all Secretariat programmes. They focused on the methodology of results-based budgeting, approaches to measuring accomplishments and methods of collecting data. That exercise prompted a closer review of how expected accomplishments and indicators of achievement were formulated and provided an opportunity to gain a better understanding of what exactly should or could be measured and how to do it (see A/57/478).

67. IMDIS was enhanced during the biennium with various facilities for collecting and analysing information related to the logical framework, making performance information concurrently available to programme managers at all levels. The system now provides comprehensive information on performance measures and results achieved, which is complemented by appropriate evaluations and assessments, along with data on output implementation. IMDIS enables the Office of Internal Oversight Services both to verify Organization-wide progress throughout the biennium and to extract all necessary information for final performance analysis and reporting. It also allows programme managers and staff to track the progress of their results as they materialize, strengthening self-monitoring practices and the use of IMDIS as a management tool.

68. Continuous methodological and technical support regarding both the substance of results-based performance monitoring and reporting and the most effective use of IMDIS for that purpose was channelled through the network of programme focal points for each programme. It was also provided directly on request to managers at all levels. Proactive help desks with a client-oriented perspective were maintained, and clear and detailed guidelines on all aspects of programme performance monitoring and reporting were provided.[10] At the request of specific departments, IMDIS-related training was provided focusing on its use and functionalities, which contributed to the streamlining of internal reporting procedures and requirements, raised awareness on the importance of updating information continuously to achieve better management results and gave prominence to results-based analysis.

69. Finally, a second Secretariat-wide training exercise was conducted towards the end of 2003 to facilitate data analysis supporting the articulation of results for final programme performance reporting. A total of 36 workshops with 688 participants and 111 clinics with 656 participants were held covering the whole Secretariat. The workshops focused on crafting meaningful accomplishment accounts and results statements, while the clinics dealt with specific problems encountered by the various subprogramme managers in reporting programme implementation and results achieved during the biennium, as well as with technical issues related to the full mastery of IMDIS.

70. This second round of training highlighted both accomplishments and lingering problems in strengthening programme performance monitoring and reporting. On the positive side, it was obvious that the results-based approach had taken root and that there was a predominant, albeit not total, commitment on the part of management and staff to translating it into practice effectively. There was a noticeable improvement in expertise demonstrated by a better ability to distinguish between reporting on implemented outputs and reporting results, more regularity in building up accomplishment accounts during the biennium and wider and more knowledgeable use of appropriate data collection methods. Less positively, the level of participants' skills had dropped slightly from the level achieved during the previous round of training. Institutional memory in some departments was disrupted when the focal points changed. Meaningful self-monitoring had not yet become a common practice, and expertise in concise, focused, clear and measurable reporting was far from universal. Collaboration with programmes in obtaining their final inputs to the present report confirmed those observations.

71. It has become clear that the retention of skills by those trained and the wider involvement of management and staff at all levels are essential for consolidating and strengthening both institutional memory and expertise in results-based budgeting. There is a need for more frequent and more structured training with wider outreach. One way to ensure that is through the training of trainers programme — with both focal points and managers being involved. Another challenge is to establish a viable link between the monitoring and reporting of results and evaluations and self-evaluations. These and other related concerns are on the agenda for the current biennium.

E. Conclusions

72. During the last biennium, convincing results of the Organization's activities were demonstrated in activities ranging from facilitating new international agreements in all priority areas, setting up reliable mechanisms for monitoring their implementation and assisting in enhancing national and regional capacities to translate them into reality, to developing stronger peacemaking, peacekeeping and peace-building capacity, providing humanitarian assistance to tens of millions of people in need, assisting in the development of economic and social policies and building capacity and advising on policy choices that support sustainable development and protect the environment.

73. One important factor that affected programme performance in the last biennium was a more robust and extensive use of information technology. Its impact was most pronounced in three main areas: in accomplishing the programme of work more effectively; in disseminating products more widely, assessing their usefulness to end-users and interacting with them in a more fruitful way; and in facilitating more consistent and comprehensive monitoring of and reporting on programme achievements.

74. The distinguishing feature of the overview of achievements set out in part one is that for the first time it follows the results-based-budgeting approach. The same is true for performance reporting for each budget section contained in part two. These new features of the programme performance report include the wider use of comparative analysis against baselines and targets established at the outset of the

biennium, efforts to employ feedback from end-users for assessing outcomes and the quality of products and services provided, endeavours to set up a system to ensure the consistent collection of data for monitoring and final reporting and attempts to articulate lessons learned for future improvements in programme delivery.

75. The efforts to create a results-based culture span the whole biennium, from striving to formulate at the outset meaningful and measurable expected accomplishments and indicators of achievement and defining the nature of and methods of collecting the relevant data to providing guidance, support and training in performance monitoring and reporting, both during and at the end of the biennium. Those efforts resulted in greater awareness of the importance of tracking the progress of results as they materialized as well as of more streamlined monitoring and reporting procedures. While it is undeniable that the results-based focus took hold and became a permanent feature of the Organization's culture, it is equally true that the degree of acceptance and ownership of this new concept and its mastery varied significantly between departments and offices. Both the nature of the subject matter and the attention given to the new approach by senior management were the main factors in determining the degree of acceptance.

76. One of the main challenges in preparing the present report was to find an effective means of tackling deficiencies and weaknesses in expected accomplishments and indicators of achievement that were formulated more than two years ago. This was done mostly by invoking relevant supplementary evidence and encouraging departments and offices to factor the results of relevant evaluations into their performance reporting. The lessons learned from this experience led to the establishment of performance measures for the indicators of achievement in the proposed programme budget for the biennium 2004-2005 and were taken into account in developing the strategic framework for 2006-2007.

77. The importance of the consistent and regular development of skills and capacity to translate programmatic objectives into clear, concise and meaningful expected accomplishments and indicators of achievement and to establish convincing linkages between them, as well as of setting up a means of systematically collecting data from the outset in order to ensure the reliable measurement of progress, was another lesson learned. Also, it is essential to discern the external factors clearly and to be able to assess their impact on the results achieved. It is equally important to find effective means for eliciting a valid and informative response from end-users on the relevance and quality of products and services.

78. The experience during the biennium highlighted the crucial importance of programme managers taking ownership of the objectives, expected accomplishments and indicators of achievement and motivating their staff to focus on the results of their work in terms of solving the substantive problems their mandates are focused on. It also became apparent that the process had to be nurtured and supported through continuous methodological development, guidance and training, which should ensure institutional continuity of the results-based paradigm.

79. This learning process should embrace self-evaluation and self-monitoring, which should become part and parcel of the management culture and practice, with senior management being fully involved in identifying problems in programme conception and design and employing findings to improve organizational effectiveness and efficiency on a continuous basis. Some measures directed towards

this end are outlined in a forthcoming report on strengthening the role of evaluation findings in programme design, delivery and policy directives.

80. The Secretariat is taking further steps to improve programme management methods through the application of information technology. IMDIS is being extended with the aim of helping programme managers to achieve greater clarity and precision in the formulation of indicators of achievement, linking resources to programmatic objectives, enticing programme managers to engage more actively in continuous monitoring, streamlining output planning and reporting methods and reinforcing opportunities for collaboration. Users of the system are actively involved in its development through a variety of consultative mechanisms.

81. By now, it has become clear that multifaceted efforts to strengthen results-based performance management, monitoring and reporting are not resource-neutral. This was recently recognized by the General Assembly in paragraph 20 of its resolution 58/269 of 23 December 2003, in which it requested the Secretary-General to ensure that resources were clearly identified in all the sections of the proposed programme budget for the performance of the monitoring and evaluation functions. Conceptual development, improvement of methods, strengthening of data collection and continuous and thorough training in all aspects of this enterprise require investment, both at the level of departments and offices and at the central monitoring and reporting point. Consideration should be given to the optimal structure and volume of such resource inputs.

82. It should be recalled that the outline for the way ahead was provided in the interim report of the Secretary-General on results-based budgeting for the biennium 2002-2003 (A/57/478, paras. 49-57). The above conclusions complement, correlate with and expand on the course of action set out there.

83. It is recommended that the General Assembly take note of the new elements introduced in the programme performance report. The Assembly may wish to request the Secretary-General to continue improving the implementation of results-based budgeting and the management of programmes towards the achievement of results. The Assembly may also wish to request the Secretary-General to continue to provide overall support and guidance to all departments in managing for results, including the issuance of guidelines, handbooks or manuals, as appropriate, for the monitoring and evaluation of the work being undertaken in order to determine its continuing relevance, usefulness, efficiency and effectiveness.

Notes

[1] *Official Records of the General Assembly, Fifty-fifth Session, Supplement No. 6* (A/55/6/Rev.1).

[2] Ibid., *Fifty-seventh Session, Supplement No. 1* (A/57/1), and ibid., *Fifty-eighth Session, Supplement No. 1* (A/58/1).

[3] *Report of the International Conference on Financing for Development, Monterrey, Mexico, 18-22 March 2002* (United Nations publication, Sales No. E.02.II.A.7), chap. I, resolution 1, annex).

[4] United Nations publication, Sales No. E.03.II.C.1.

[5] Ibid., Sales No. E.04.III.Q.1.

[6] Ibid., Sales No. E.03.II.G.185.

[7] *Trade and Development Report, 2002*, United Nations publication, Sales No. E.02.II.D.2, and *Trade and Development Report, 2003*, Sales No. E.03.II.D.7.

[8] An output is considered to have been reformulated when its description as set out in the programme budget has been modified but continues to address the subject matter of the originally programmed output.

[9] See *Official Records of the General Assembly, Fifty-fourth Session, Supplement No. 16* (A/54/16), para. 43.

[10] The guidelines are posted on the same web site as the electronic copy of the present report.

Part Two
Programme performance by section of the programme budget

Preface

1. Part two contains summaries of programme performance for the relevant sections of the programme budget for the biennium 2002-2003. The innovative format of the summaries is aimed at presenting in a concise but informative manner the highlights of programme results and accomplishments of every subprogramme. In addition, a considerably more extensive reference and evidentiary information is made available in the electronic version of the report. This additional information can be accessed through various hyperlinks built into the electronic copy, which is available on the Internet at www.un.org/depts/oios/ppr2002_2003.htm or via the United Nations Intranet at http://intranet.un.org/oios/mecd/ppr2002_2003.htm.

2. Three types of information are available in the electronic copy in addition to that which is provided in the printed copy of the present report.

3. First, the printed versions do not reproduce expected accomplishments and relevant indicators of achievement verbatim, thus reducing the volume of the report considerably. However, for immediate reference, the key language of each expected accomplishment is underlined in the reporting narratives, and the Office of Internal Oversight Services made every effort to ensure that the accomplishments reported were in accord with the formulas of expected accomplishments and indicators of achievement as contained in relevant sections of the proposed programme budget for 2002-2003, as amended by relevant paragraphs of annex I to General Assembly resolution 56/253 of 24 December 2001. Readers wishing to review those formulas can easily access the relevant budget fascicle and the resolution in the electronic version of the report by clicking on their symbols in the footnote on the first page of every section.

4. Second, a summary of the output implementation information for each programme is provided at the end of the highlights section and at the end of each subprogramme. For more detailed information on the implementation of outputs and the relevant work-months utilized for each programme, the reader may click on the related link in the electronic copy (following the implementation rate information in the highlights section of each programme), which provides an immediate connection to relevant tables. The provision of this information in the electronic version further reduced the length of the printed report.

5. Third, the format provides access, wherever feasible, to considerably more detailed information on results achieved by specific programmes for the reader who needs it promptly. For example, the reader might feel that the concise reporting on the Office of the United Nations High Commissioner for Refugees in the present report does not provide as much richness and detail as the 465-page *Global Report 2002* and the 274-page *Global Appeal 2004* by UNHCR. In this case, both reports are accessible by clicking (in the electronic version of the report) on the titles at the bottom of the UNHCR highlights section (as well as in this paragraph). Since not every programme produces official reports on its own accomplishments and assessment of its performance, links could be established only when such reports were available.

Section 2
General Assembly affairs and conference services*

Subprogrammes: 1. General Assembly and Economic and Social Council affairs; 2. Planning, development and coordination of conference services; 3. Translation and editorial services; 4. Interpretation, meeting and publishing services

Highlights of programme results

The implementation of various reform measures envisioned in the report of the Secretary-General on improving the performance of the Department of General Assembly Affairs and Conference Services (A/57/289) resulted in notable performance improvements. In a major departure from the demand-driven approach, proactive managerial policies and working methods were instituted in pursuit of full-system benefits.

Proactive technical secretariat servicing contributed to the smooth and efficient work of the intergovernmental bodies in general and the revitalization efforts of the General Assembly in particular.

In conference management, the overall performance and synergies within and across work units were optimized and integrated upstream and downstream in the work processes. Well-structured mechanisms were deployed to ensure the effective and sustainable implementation of interconnected reform measures.

Documentation availability indices rose to 41 per cent overall, compared with 39 per cent in the previous biennium. The availability of pre-session documentation for the General Assembly increased from 50 per cent to 62 per cent and the overall utilization of available capacity was 97 per cent for translation and 92 per cent for interpretation.

Improvements were achieved in the quality of translation and interpretation, the sharing of workload with other duty stations, the timely issuance of documents, the implementation and development of the slotting system and the initiation of e-flow and e-processing.

The establishment of an information technology strategy aligned with programmatic goals fostered a conducive environment for reform, including the introduction of new technology and optimizing its use, both in the meetings chain and throughout the documentation chain.

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (sect. 2)) and in General Assembly resolution 56/253, annex I, para. 1-5. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

Implementation rate. The above results are based on the implementation of 57 per cent of 2,641 mandated outputs. A total of 26 per cent of the planned outputs were terminated for legislative reasons, as the First Committee, the High-level Open-ended Working Group on the Financial Situation of the United Nations, the Open-ended Ad Hoc Working Group on the Causes of Conflict and the Promotion of Durable Peace and Sustainable Development in Africa, the Open-ended Working group on an Agenda for Peace and its four subgroups and the Open-ended Working Group on the Question of Equitable Representation on and Increase in the Membership of the Security Council and Other Matters related to the Security Council did not meet as planned. Management terminated 17 per cent of the planned outputs because of overestimation and streamlining of meeting procedures and servicing. (Related tables are accessible in the electronic version of the report.) Significant workload indicators for New York, Geneva, Vienna and Nairobi are further indicators of satisfactory performance. The results of the Department, now know as the Department for General Assembly and Conference Management, are set out in greater detail in the reports of the Secretary-General (A/57/289 and A/58/213). (These documents are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
General Assembly and Economic and Social Council affairs

2.1 Meetings of United Nations organs were improved through proactive and better planning in advance of the opening of the sessions of intergovernmental bodies. Delegations and other departments and offices were provided with appropriate advice on procedures and the utilization of meeting time was monitored more stringently. Those measures enabled delegations and other departments and offices to better plan their work, resulting in more efficient convening and results of the sessions. A total of 73 per cent of Member States responded that they were satisfied with the technical and secretariat services.

2.2 *Implementation rate*. The above results are based on the implementation of 56 per cent of 2,564 mandated outputs; 27 per cent of planned outputs were terminated for legislative reasons as intergovernmental bodies did not meet as planned, and 17 per cent were terminated because of overestimation and the streamlining of meeting procedures and servicing.

Subprogramme 2
Planning, development and coordination of conference services

2.3 (a) For conferences headquartered in New York but held away from Headquarters, 36 per cent of the functions were staffed on a shared basis. For a core sample of documents, the compliance rate, or the percentage of pre-session documents issued four weeks before their consideration, which is reported on annually to the General Assembly, rose from 39 per cent in the biennium 2000-2001 to 44 per cent in 2002-2003. The overall compliance rate for all pre-session documents for the General Assembly was 50 per cent in 2002 and rose to 62 per

cent in 2003, demonstrating the improved quality and efficiency of conference services provided. Surveys conducted in 2003 corroborate those improvements, as 80 per cent of respondents expressed satisfaction with the organizational aspects of conferences.

(b) Capacity utilization in the translation services was 98 per cent and remained steady in the interpretation services at 92 per cent. This was achieved by strengthening the upstream documentation planning, improving the system of document processing and improving advance planning with respect to the submission and processing of documentation. This type of information provides insight into fostering a unified use of conference services in the United Nations conference facilities at all duty stations. Current formulas for increasing capacity utilization should incorporate such factors as the late submission of documents and inaccurate workload forecasts.

2.4 *Implementation rate*. The above results are based on the implementation of 72 per cent of 72 mandated outputs. Management terminated 28 per cent, as the streamlining of meeting procedures allowed for more efficient servicing.

Subprogramme 3
Translation and editorial services

2.5 (a) Better planning arrangements and innovations in the implementation of e-flow and e-processing of documentation have improved the quality of edited and translated documents and their timely release for text processing, reproduction and distribution, with the result that 95 per cent of Member States reported satisfaction with the services provided and 80 per cent reported satisfaction with the Department as a whole. Surveys on the quality of service were the first of their kind and provided useful feedback on how to further improve the quality of the services. This positive assessment by end-users, together with the decline in the number of complaints from 10 in 2002 to 5 in 2003, demonstrates that the quality of the services provided improved. A review of documentation and timeliness records within the Translation and Editorial Division indicated that approximately 74 per cent of the parliamentary documentation was processed within established deadlines. Better workload standards and performance measurements would be needed.

2.6 *Implementation rate*. The above results are based on the implementation of 100 per cent of mandated outputs.

Subprogramme 4
Interpretation, meeting and publishing services

2.7 (a) Better preparedness for meetings through the use of the Official Documents System and the preparation of glossaries, increased coordination with other duty stations with respect to more efficient workload sharing, optimum use of information technology resources and more careful recruitment and training opportunities enhanced the quality of interpretation and verbatim records provided to scheduled meetings. The Verbatim Reporting Service increased its reliance on off-site contractors and continued to invest in training in the use of sophisticated information technology resources to eliminate expenses, especially in the Security Council, where verbatim records must be issued overnight. Attesting to the

improved quality of verbatim records, 31 requests for corrigenda were received on about 800 verbatim records.

(b) Through the instalment of printing-on-demand infrastructure, the efficiency of production of some short-run documentation improved, thus contributing to continuous efforts to meet deadlines and have parliamentary documentation available in a timely manner. Official records show that, out of a core sample, 100 per cent of parliamentary documents issued and distributed to Member States in the six official languages were done simultaneously and on time. Because of the volume and configuration of materials submitted, it is necessary to maintain a balance between printing on demand and traditional printing and distribution methods.

2.8 *Implementation rate*. The above results are based on the implementation of 100 per cent of mandated outputs.

Section 3
Political affairs*

Subprogrammes: 1. Prevention, control and resolution of conflicts; 2. Electoral assistance; 3. Security Council affairs; 4. Decolonization; 5. Question of Palestine

Highlights of programme results

There was an increase in the level of substantive support provided to the Secretary-General, the Deputy Secretary-General and special representatives and envoys in their efforts to implement "good offices" mandates.

The feedback from members of the Security Council and others on the usefulness and timeliness of the advice and materials provided was 90 per cent positive.

Of the Member States requesting electoral assistance, 86 per cent received such assistance, while 14 per cent did not allow sufficient lead time for the Department of Political Affairs to respond before the scheduled election.

Implementation rate. The above results are based on the implementation of 79 per cent of 1,945 mandated outputs, taking into account the termination of 362 outputs because the Security Council did not decide to meet as programmed. (Related tables are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Prevention, control and resolution of conflicts

3.1 In order to enhance the capability of the international community in preventing, controlling and resolving conflicts, the four regional divisions strengthened and expanded their cooperation in the areas of conflict prevention, resolution and peacemaking with Member States, regional organizations, United Nations entities, non-governmental organizations and other relevant bodies. The capacity of national stakeholders to develop preventive strategies and measures to address potential or ongoing threats to peace and security was improved in a variety of countries and situations. The deliberations of the General Assembly and the Security Council were supported through the provision of action-oriented recommendations emanating from analyses of potential threats to peace and security. The early identification of potential conflicts between countries made possible the intervention of the Secretary-General and the timely setting up of appropriate facilitation or mediation mechanisms necessary for the prevention and control of conflicts and for finding peaceful settlements. The United Nations peace-building offices were continuously provided with substantive support. Increased

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (sect. 3)) and in General Assembly resolution 56/253, annex I, paras. 6-10. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

support was provided to the Secretary-General and Deputy Secretary-General in their interactions with Member States, including substantive and other assistance during their official visits and while preparing for them.

3.2 *Implementation rate*. The above results are based on the implementation of 40 per cent of 336 mandated outputs, with 202 outputs terminated because the Security Council did not decide to meet as programmed.

Subprogramme 2
Electoral assistance

3.3 The technical capacity of Member States requesting assistance for the conduct of elections, in accordance with the relevant resolutions and decisions of the General Assembly and the Security Council, was enhanced through the Department's response to an 11 per cent increase in the number of requests for electoral assistance (from 47 to 52) compared with the previous biennium. The provision of technically sound electoral assistance to Member States increased their ability to conduct free and fair elections and provided a strong basis for non-violence among competing political groups, leading to political stability in those countries. The most important challenge was coping with the unanticipated increase in the workload. In anticipation of the upcoming need for electoral experts, the Electoral Assistance Division will need the flexibility to adjust its work methods, depending on the status of each of its projects. In that regard, greater emphasis will be placed on mobilizing resources through the United Nations Trust Fund for Electoral Observation.

3.4 *Implementation rate*. The above results are based on the implementation of 98 per cent of 45 mandated outputs.

Subprogramme 3
Security Council affairs

3.5 The deliberations and decision-making process of the Security Council and its subsidiary organs, including the sanctions committees, were facilitated through the provision of advice and the substantive servicing of 496 formal meetings and 426 informal consultations of the Council (exceeding the number of meetings serviced during the previous biennium by 89 and 33 respectively) and 95 meetings of sanctions committees. The capacity of the Security Council to deal effectively with issues of international peace and security was further supported through the provision of assistance and advice to Council members, including on the working methods of the Council and its sanctions committees, familiarization workshops for the 10 elected members and substantive support in the effective implementation of sanctions. An internal review of the statements made by Council members indicated that more than 90 per cent of them assessed positively the usefulness and timeliness of the advice and informational material provided to them during the biennium. Most members particularly valued the efforts of the Department in facilitating eight field/fact-finding missions by Security Council members and four by sanctions committee chairpersons in drafting the Council's annual report to the General Assembly and in providing advice on matters of Security Council procedure and practice. There was significant use of the online version of the *Repertoire of the Practice of the Security Council*, as well as of the Department's internal database,

within the Secretariat. Greater cohesion and coordination between the branches and sub-units of the subprogramme should be achieved.

3.6 *Implementation rate*. The above results are based on the implementation of 88 per cent of 1,177 mandated outputs.

Subprogramme 4
Decolonization

3.7 (a) The Secretariat strengthened the capacity of the Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples, as well as the Special Political and Decolonization Committee (Fourth Committee) and the General Assembly, with regard to the implementation of the Declaration, by facilitating their deliberations through the provision of expert advice, assistance and substantive services. Member States in their statements praised the Decolonization Unit for its contributions, which facilitated their debates.

(b) Access to information on the situation in the Non-Self-Governing Territories by Member States, specialized agencies and institutions associated with the United Nations and other users was sustained and improved through the preparation of reports, working papers, a decolonization brochure and other material, including information on the decolonization web site. Substantive assistance was provided to representatives of the Non-Self-Governing Territories through the regional seminars of the Special Committee held in the Caribbean and Pacific regions to enhance their understanding of the options of self-determination.

(c) Collaboration with the specialized agencies and institutions associated with the United Nations was enhanced to ensure the adequate provision of assistance to the Non-Self-Governing Territories. Decisions of the General Assembly on the subject, including information on activities in the Territories, were made available to the various partners to strengthen their efforts in providing assistance to the Territories.

3.8 *Implementation rate*. The above are based on the implementation of 100 per cent of 130 mandated outputs.

Subprogramme 5
Question of Palestine

3.9 Heightened international awareness of and support for the objectives of the Committee on the Exercise of the Inalienable Rights of the Palestinian People, including greater international solidarity with and assistance to the Palestinian people, was promoted by facilitating sustained dialogue between relevant actors, including Governments, United Nations bodies, intergovernmental organizations and civil society on all aspects of the question of Palestine. Efforts aimed at the peaceful resolution of the conflict were supported by international meetings involving governmental and civil society actors, including prominent Palestinian and Israeli personalities. Cooperation with civil society was further enhanced through the accreditation to the Committee of new organizations, enhanced cooperation with parliaments and inter-parliamentary bodies and the organization of international conferences of civil society. The United Nations Information System on the Question of Palestine (UNISPAL) has become a widely referenced and used

resource on the Internet on the question of Palestine. On the basis of feedback from the Bureau of the Committee, the graphic presentation of the web sites on the question of Palestine and UNISPAL will be enhanced and made more user-friendly.

3.10 *Implementation rate*. The above results are based on the implementation of 80 per cent of 257 mandated outputs, with 15 terminations because the Security Council did not decide to meet as programmed.

Section 4
Disarmament*

Subprogrammes: 1. Multilateral negotiations on arms limitation and disarmament; 2. Weapons of mass destruction; 3. Conventional arms (including practical disarmament measures); 4. Monitoring, database and information; 5. Regional disarmament

Highlights of programme results

Member States implemented, through 137 national and regional initiatives, the United Nations Programme of Action to Prevent, Combat and Eradicate the Illicit Trade in Small Arms and Light Weapons in All Its Aspects.

The participation of Member States in the transparency instruments of the United Nations increased — 137 States submitted information on the United Nations Register of Conventional Arms and 97 provided information on the standardized instrument for reporting military expenditures.

The peace and disarmament education programme was implemented in support of the recommendations of the Governmental Expert Group on Education for Disarmament and Non-proliferation. This was the first disarmament education initiative aimed at transforming societies from cultures of violence into cultures of peace, which has contributed to increasing public interest in disarmament and non-proliferation issues.

The Additional Protocol to the Convention on Prohibitions or Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects (protocol V, entitled "Protocol on Explosive Remnants of War") was adopted.

The five Central Asian States reached agreement on a text for a nuclear-weapon-free treaty, representing an important contribution to enhancing cooperation in the subregion on matters relating to confidence-building, disarmament and security.

Opportunities for regional cooperation in the field of disarmament increased through the implementation of 100 projects, events and initiatives fostering communication, discussion and exchange of ideas regarding confidence-building measures, peace, security and development issues.

The launching of the gender action plan raised awareness, commitment and capacity for gender mainstreaming in disarmament affairs. The plan continues to be implemented at all levels.

Implementation rate. The above results are based on the implementation of 53 per cent of 2,256 mandated outputs. A total of 23 per cent of the planned

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 4)) and in General Assembly resolution 56/253, annex I, paras. 11-19. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

outputs were terminated for legislative reasons, as the Conference on Disarmament and the conference on facilitating the entry into force of the Nuclear-Test-Ban Treaty, among other groups, decided not to meet as planned. Management terminated 22 per cent of the planned outputs, 16 per cent because of overestimation and 6 per cent because of a shortage of extrabudgetary funds. (Related tables are accessible in the electronic version of the report.)

The results of the Department for Disarmament Affairs are set out in greater detail in the reports of the regional centres for disarmament (A/57/116, A/57/162, A/57/260, A/58/122, A/58/139 and A/58/190) and the report of the Secretary-General on the United Nations Disarmament Information Programme, to be issued in June 2004. (These documents are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Multilateral negotiations on arms limitation and disarmament

4.1 (a) Owing to the provision of support to the plenary meetings of the Conference on Disarmament and to related seminars organized by its members and analyses of its work and procedures, the deliberations of the Conference proceeded flawlessly. Despite the absence of a programme of work, a considerable amount of time was spent on deliberations on security issues, requiring organizational and substantive assistance. All 12 rotating presidents, three special coordinators, ambassadors and members of the Conference expressed complete satisfaction with current practices and their appreciation for the professionalism and dedication of the Secretariat.

(b) Progress was made with respect to the Convention on Certain Conventional Weapons, namely, the adoption of the Protocol on Explosive Remnants of War, indicating the strengthening of the operation and implementation of multilateral arms limitation and disarmament treaties. The guidance provided at the proceedings and at the meetings of expert groups, as well as the summaries, analyses and feedback provided, were recognized by the various presidents/chairmen/coordinators in seven acknowledgements. While support was similarly excellent with respect to the Convention on the Prohibition of the Development, Production and Stockpiling of Bacteriological (Biological) and Toxin Weapons and on Their Destruction, challenges remain because of the highly technical scope of the present and upcoming deliberations.

(c) Expertise in the field of arms limitation and disarmament were enhanced, as evidenced by the increased number of candidates to the United Nations disarmament fellowship programme, which was 3 per cent above the target. A total of 59 government officials from different countries participated in the fellowship programme, 36 of whom were women, which represents a 44 per cent increase over the previous biennium, showing an increased attention to the gender perspective. Four Member States were granted the fellowship for the first time, raising the total number of countries having received training to 150. Positive feedback from all participants further demonstrated its value and usefulness. The increase in the

number of sponsors of the biennial General Assembly resolutions further demonstrated the value of the expertise provided.

4.2 *Implementation rate*. The above results are based on the implementation of 48 per cent of 1,476 mandated outputs. A total of 28 per cent of planned outputs were terminated for legislative reasons and another 24 per cent were terminated by management, as documentation was overestimated for the annual conferences of the parties to the Convention on Certain Conventional Weapons, which did not meet as planned.

Subprogramme 2
Weapons of mass destruction

4.3 (a) Substantive and organizational support for Member States and States parties' efforts to implement agreements facilitated the deliberations and negotiations on disarmament issues in the field of weapons of mass destruction. The support provided to chairpersons, the Bureau and States parties at treaty-related meetings, to Member States at meetings of the First Committee and the Disarmament Commission and to the Panel of Governmental Experts on Missiles was valued; 23 notes expressing satisfaction, 15 more than expected, attested to the usefulness and effectiveness of the work. The increasing number of requests for participation in seminars and meetings indicates that Member States rely on the advice and expertise provided to facilitate their work. Fourteen requests for participation were met in a timely fashion, contributing to subprogramme's credibility as a facilitator of deliberations and negotiations.

(b) The Weapons of Mass Destruction Branch continued to provide Member States with sound information, advice and expertise in an accurate and timely manner, thus enhancing their understanding and awareness of new trends and developments on issues related to weapons of mass destruction. Information on such issues as nuclear development and the threat of terrorism using weapons of mass destruction was provided in response to 220 requests. Those efforts enabled delegations to discharge their responsibilities in a more effective manner. The recurrent requests indicate delegations' satisfaction with the quality of assistance provided.

(c) By continuing to provide advice and encouragement to Member States concerning the nomination and participation of experts in governmental panels, seminars and workshops, the Secretariat raised awareness of the need for improving the gender balance in those activities. Only 9 per cent of participants in those events were women, indicating a need for continued efforts in that area. To further the efforts to achieve gender balance in the activities of the programme, the Branch actively participated in the development and implementation of the Department's gender action plan, including the establishment of a database on female experts and women's organizations working in the area of security and disarmament, with emphasis on weapons of mass destruction.

4.4 *Implementation rate*. The above results are based on the implementation of 68 per cent of 312 mandated outputs. A total of 30 per cent were terminated for legislative reasons and 2 per cent were terminated at the discretion of management.

Subprogramme 3
Conventional arms (including practical disarmament measures)

4.5 (a) Increased interaction with national points of contact and a series of four regional workshops that trained 140 government officials from ministries of defence and foreign affairs furthered and fostered participation in the United Nations Register of Conventional Arms and the standardized instrument for reporting military expenditures. Data submitted by States show that 137 States participated in the Register, compared with 116 in 2001, and 97 States submitted information for the standardized instrument, compared with only 50 in 2001, exceeding the target for the biennium. More workshops should be undertaken to increase familiarity with and participation in the instrument.

(b) Technical cooperation and the promotion of initiatives to inform Member States enhanced global efforts aimed at reducing the illicit circulation of small arms and light weapons, including through practical disarmament measures. The records show that 137 initiatives were fostered, 111 points of contact were established and 26 meetings and conferences were held, exceeding the target of 15. The First Biennial Meeting of States to Consider the Implementation of the Programme of Action to Prevent, Combat and Eradicate the Illicit Trade in Small Arms and Light Weapons in All Its Aspects stands out as an effective mechanism for dissemination and exchange of information. In addition, the Group of Governmental Experts on Tracing Illicit Small Arms and Light Weapons, by adopting by consensus a report on the feasibility and desirability of an international instrument on tracing, significantly contributed to the development of international norms and standards on this critical aspect of the illicit trade in small arms and light weapons. A total of 14 requests for technical assistance on the development of weapon collection and destruction programmes were met, 25 per cent above the target, demonstrating increased interest in implementing disarmament projects in 15 countries. National reports were received from 103 countries, and national legislation on small arms and light weapons was received from 18, indicating increased awareness of the problem of the illicit circulation of small arms and light weapons.

(c) As a result of the constant promotion of and emphasis on maintaining a gender balance in nominations, awareness was raised in the debates, deliberations and other initiatives on the importance of gender mainstreaming. Records show that out of 180 participants in three expert group meetings and four workshops targeted to officials of ministries of defence and foreign affairs, 25, or 14 per cent, were women. To further strengthen gender balance, women's participation was continually requested, and qualified women consultants were sought for expert groups. Active participation in the development of the Department's gender action plan and the provision of advice and assistance to United Nations agencies in the area of gender and conventional weapons, including disarmament, demobilization and reintegration programmes, strengthened the promotion of gender mainstreaming.

4.6 *Implementation rate*. The above results are based on the implementation of 73 per cent of 110 mandated outputs. A total of 16 per cent were terminated for legislative reasons and 11 per cent were terminated by management because of an overestimation of the number of meetings and because of the introduction of a web site that rendered the publication of some fact sheets ineffective.

Subprogramme 4
Monitoring, database and information

4.7 (a) The improvement of dissemination tools and improved response to the needs of Member States ensured that updated information was available in a user-friendly format. Greater attention to weapons of mass destruction and terrorism contributed to an increased interest in disarmament issues, raising the average number of daily web site visits from 900 to 1,116. The number of academic groups and non-governmental organizations receiving briefings doubled from 15 to 30, and important publications, such as the *United Nations Disarmament Yearbook*, were distributed, enhancing knowledge on disarmament-related issues on the part of end-users and Member States. Feedback suggests that a CD-ROM or electronic version of the publication would increase interest in and usability of the information; the dissemination of print publications should be improved.

(b) An increase in requests for public briefings from 25 to 40 and an average of 30,000 web page hits a month are evidence of an increased public interest in multilateral action in the field of disarmament. The United Nations study on disarmament and non-proliferation education gave extra impetus to the efforts to promote the values and relevance of disarmament in formal educational institutions. A major accomplishment in this area was the launching in four countries of a unique educational project that included direct entry into educational institutions in post-conflict or civil strife situations for teacher training and student instruction and activities on the dangers of weapons, ways to avoid violence and war and methods to achieve a culture of peace.

(c) The reporting of Member States in accordance with article 7 of the Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on Their Destruction was enhanced through the provision of constant support and technical assistance, as well as technological innovation. In all, 85 annual national reports were submitted by States parties to the Convention as well as States not parties, which corresponds to the number targeted for the period. Contributing to this achievement was the dissemination and use of the database, which was considered an indispensable tool for both States parties and States not parties to the Convention to assess progress made in its implementation. The ease of access over the Internet greatly contributed to the success of the reporting.

(d) Continuous efforts to put more qualified women on the Secretary-General's Advisory Board on Disarmament Matters resulted in eight women being selected, or 36 per cent of the membership, which represents a 9 per cent growth rate. Priority was given to women candidates for internships, which helped to maintain a 50-50 gender balance. Participation in the Department's gender action plan demonstrates the continued promotion of understanding of the need for it and its incorporation into the activities of the subprogrammes.

4.8 *Implementation rate*. The above results are based on the implementation of 83 per cent of 71 mandated outputs. A total of 17 per cent were terminated by management, 10 per cent because of a shortage of staff, 4 per cent because they were obsolete and 3 per cent because no inputs were received from partner organizations.

Subprogramme 5
Regional disarmament

4.9 (a) Opportunities for regional cooperation in the field of disarmament have increased through the implementation of 62 projects, 36 above target, and 38 events and initiatives, 18 over target, which have fostered communication, discussion and exchange of ideas regarding confidence-building measures, peace, security and development issues. Conferences on the Programme of Action to Prevent, Combat and Eradicate the Illicit Trade in Small Arms and Light Weapons have been a breakthrough in the South-East European and Western Asian subregions. Technical assistance in drafting a nuclear-weapon-free-zone treaty in Central Asia represented an important contribution to enhancing cooperation in matters related to confidence-building, disarmament and security. Through the organization of workshops, meetings, conferences, training courses and weapon destruction events, the regional centres in Asia and the Pacific and Latin America and the Caribbean and the Disarmament Branch contributed to the implementation of the programme of action on the illicit trade in small arms and light weapons and fostered cooperation with five regional organizations and four academic and research institutions, enlarging the platform for regional collaboration. Cooperation was also strengthened in Africa through the adoption of a code of conduct for armed forces and security forces, which defined common activities in the field of peace, security and disarmament and set out a framework for the implementation of agreements on small arms control. The success of these activities as well as their number may stagnate, as they depend on financial continuity.

(b) Member States, regional organizations and other actors realized the value of consultations with regional and subregional organizations in the field of disarmament, as 48 countries, 10 intergovernmental organizations and 29 non-governmental organizations asked to participate in the two subregional conferences on the illicit trade in small arms and light weapons held in South-East Europe and West Asia; 54 requests to participate in other conferences, workshops and seminars were received, raising the total to 133, or 33 per cent over the target. The amount of information regularly exchanged with regional organizations increased to 38 formal exchanges, almost double the target of 20, and countless informal ones, which helped the Department to identify security needs in the regions, avoid duplication with other United Nations agencies and regional organizations, draft memorandums of understanding, organize joint activities, increase efficiency and foster cooperation in the promotion of disarmament. Continued and intensified strengthening of working relationships with regional organizations consolidated their awareness of the importance of consultations in the area.

(c) Greater awareness of gender perspectives and their inclusion in efforts aimed at regional disarmament were achieved through the elaboration of a gender action plan, the introduction of a database of female experts and the inclusion of a session on gender and disarmament in four major conferences. The gender issue was brought up at most meetings and consultations and capacity-building exercises were introduced to familiarize participants with the gender concept in general and in relation to disarmament. The creation of a gender theme group in the Regional Centre for Peace, Disarmament and Development in Latin America and the Caribbean contributed to the achievement of further progress in gender-mainstreaming activities in the region.

4.10 *Implementation rate*. The above results are based on the implementation of 44 per cent of 287 mandated outputs. A total of 6 per cent were postponed by management (7 publications and 1 seminar, which were due to be implemented in early 2004, and 11 outputs owing to a shortage of extrabudgetary funds), and the remainder were terminated (1 per cent by legislation, 4 per cent because of a vacancy in an extrabudgetary post, 8 per cent because of a shortage of extrabudgetary funds and 37 per cent in an effort to streamline the reporting of political assessments, briefs and reviews on arms, disarmament, defence and security matters).

Section 5
Peacekeeping operations*

Subprogrammes: 1. Operations; 2. Field administration, logistics support and mine action coordination; 3. Military and civilian police advice and planning

Highlights of programme results

Security Council mandates were implemented in support of the successful organization of national elections in Sierra Leone, the independence of Timor-Leste, the ceasefire in the temporary security zone between Eritrea and Ethiopia and the decision of the Eritrea-Ethiopia Boundary Commission, the establishment of provisional institutions of self-government in Kosovo, the Constitutional Loya Jirga in Afghanistan, the successful evacuation/closure of UNIKOM, talks in Geneva to advance the peace process in Georgia and the Declaration on United Nations/European Union Cooperation in Crisis Management.

The rapid deployment capacity of peacekeeping missions was increased through a combination of initiatives in the areas of personnel — military, civilian police and civilian — as well as materiel. In particular, the period saw the implementation of the strategic deployment stocks concept, the establishment of a 360-person rapid deployment roster for civilian personnel and the increased participation of Member States in the United Nations stand-by arrangements system, levels 1 to 3. These elements contributed to the effective deployment of missions in Côte d'Ivoire and Liberia during the period and the planning and initial deployment of the Special Representative of the Secretary-General in Iraq.

The Mine Action Service contributed to a reduction in the threat posed by mines and unexploded ordnance in Afghanistan, the Democratic Republic of the Congo, Eritrea, Ethiopia, Iraq, Lebanon, the Sudan and the Former Yugoslav Republic of Macedonia and developed the means to deploy a rapid response capability in emergency humanitarian and peacekeeping operations, which was tested and evaluated in Iraq.

Implementation rate. The above results are based on the implementation of 94 per cent of 966 mandated outputs. (Related tables are accessible in the electronic version of the report.)

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 5)) and in General Assembly resolution 56/253, annex I, paras. 20-26. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

Subprogramme accomplishments

Subprogramme 1
Operations

5.1 (a) Significant progress was made in fulfilment of Security Council mandates on the reduction and/or cessation of hostilities in areas of conflict, including the successful organization of national elections in Sierra Leone (UNAMSIL); the ceasefire in the temporary security zone between Eritrea and Ethiopia and the decision of the Eritrea-Ethiopia Boundary Commission (UNMEE); the independence of Timor-Leste (UNTAET/UNMISET); the conclusion of phase II of the United Nations Organization Mission in the Democratic Republic of the Congo, the completion of regional and civilian police component agreements and the stabilization of the Ituri region of the Democratic Republic of the Congo; and, in Kosovo, the establishment of provisional institutions of self-government, the transfer of non-reserved powers and the issuance of official "standards for Kosovo" (UNMIK). The mandates related to the missions in Bosnia and Herzegovina (UNMIBH) and in Prevlaka (UNMOP) were completed on schedule, and UNIKOM was successfully evacuated.

(b) Increased understanding and recognition of gender issues in peacekeeping operations was reflected in the fact that relative to the 5.49 per cent baseline established in 2001, the percentage of women in senior mission leadership posts (D-1 and above) had increased to over 7 per cent by the end of 2002 and to 15 per cent in 2003. This increase was realized primarily in 4 of the 17 missions reviewed in 2002 and in 7 of the 15 missions assessed in 2003. The efforts of the Department of Peacekeeping Operations to increase the number of women in senior posts in peacekeeping operations continued to be affected by the limited number of female military and police officers at the senior level contributed by Member States. The Department intends to actively pursue this matter with the permanent missions, as well as continue to actively pursue the recruitment of female candidates.

5.2 *Implementation rate*. The above results are based on the implementation of 89 per cent of 490 mandated outputs, 54 of which were terminated for programmatic reasons.

Subprogramme 2
Field administration, logistics support and mine action coordination

5.3 (a) Since the introduction of the strategic deployment stocks concept, 83 per cent of the approved funding of $141 million was committed to improving operational readiness for deployment to mission areas. Three new warehouses were set up to properly store equipment, and a new inventory management system (Galileo) was designed. A new planning template for the development and deployment of missions was developed and tested, which led to the development of a rapid-deployment roster to meet the goals of the Secretary-General for rapid mission deployment. The new approach to integrated mission planning was tested with respect to the expansion of phase III of MONUC, and was refined and used in connection with the assessment visit and planning for a potential peacekeeping operation in Côte d'Ivoire.

(b) Systems contracts to reduce procurement lead times were developed for a wider range of materiel, thereby reducing the incidence of critical shortfalls. The

strategic deployment stocks and supporting operational guidelines and frameworks have been established at UNLB to provide a material reserve, and a streamlined material release order information system has been designed to accelerate the approval and deployment process. Operational and support planning efforts among missions have been improved and strengthened to identify critical items and to accelerate the material demand process. The average interval for the completion of memorandums of understanding, from the start of negotiations to the time of signature by the troop-contributing countries and the Department, was reduced from 198 days in 1999 to 102 days in 2002. The backlog in the certification of contingent-owned equipment claims for troop-contributing countries was eliminated. In addition, the mission liquidation process was reduced from 4.5 to 1.5 years. A departmental human resources strategy for field missions enhanced the implementation of a competitive selection/recruitment process for Professional posts in field missions. Vacancy rates in field missions were reduced from about 27 per cent in 2002 to 15 per cent in 2003.

(c) The Mine Action Service contributed to the reduction of the threat posed by landmines through the implementation of a newly developed rapid-response plan in Iraq to enhance the coordinated and comprehensive emergency mine-action services after the end of the conflict was declared, including the establishment of a mine-action coordination team in Baghdad and Basra. The Service established and managed the Mine Action Centre in Afghanistan and the Mine Action Coordination Centre in the Democratic Republic of the Congo. In the Sudan, the Emergency Mine Action Programme was developed through the joint efforts of all interested parties and the United Nations country team. The threat posed by landmines was also reduced in Eritrea, the former Yugoslav Republic of Macedonia and southern Lebanon. The International Mine Action Standards were expanded and improved and have been widely accepted as an excellent basis for the development of national standards and guidelines and as an effective framework for reducing risks for deminers. Advocacy efforts contributed to an increase in the number of countries participating in the Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on Their Destruction and in the development of a new international protocol on explosive remnants of war. Compliance with treaty obligations has already begun to reduce risk.

5.4 *Implementation rate*. The above results are based on the implementation of 100 per cent of 411 mandated outputs.

Subprogramme 3
Military and civilian police advice and planning

5.5 (a) The effective establishment of military and civilian police components of peacekeeping missions was facilitated by the number of Member States participating in the United Nations stand-by arrangements system, levels 1 to 3, which increased from 73 to 80. Thirty-nine countries were participating in the military on-call list for a start-up mission headquarters. Additionally, a civilian police on-call list of 100 persons was established as a rapid deployment mechanism for the civilian police component of a peacekeeping operation. As all of the rapid deployment mechanisms are crucial to the start-up of new missions, continual improvements were made to the systems to meet operational requirements. The traditional three-level structure of the stand-by arrangements system was augmented by a rapid deployment level, in

which 2 of the 80 Member States participating in the stand-by arrangements system had signed agreements to participate.

(b) Improved capacity for decision-making on military and civilian police components of peacekeeping missions was facilitated by enhanced consultations with Member States through formal and informal contacts. Increased understanding and dialogue among Member States was achieved through the successful completion of the inaugural military and civilian police advisers' community course, and the decision-making capabilities of Member States was further enhanced through the organization of 45 formal and informal briefings for troop- and police-contributing countries, highlighting major events in the field missions. The Military Division and the Civilian Police Division will continue to apply extra effort to engage emerging troop- and police-contributing countries, as well as to enhance African peacekeeping capacity.

Section 6
Peaceful uses of outer space*

Highlights of programme results

The successful establishment of action teams by the Committee on the Peaceful Uses of Outer Space and the constant assistance provided to the teams enabled 51 countries, 15 other entities of the United Nations system and 23 intergovernmental and non-governmental organizations to contribute to the implementation of 12 priority recommendations of the Third United Nations Conference on the Exploration and Peaceful Uses of Outer Space (UNISPACE III), establishing the relevant links between space activities and economic and social development, particularly for developing countries.

The continuous support and expert advice provided to the Committee, its Legal Subcommittee and its Scientific and Technical Subcommittee enabled them to successfully address the implementation of 12 other recommendations of UNISPACE III through the work conducted during their annual sessions.

The training provided to policy makers and programme managers of governmental agencies, national legislative bodies and licensing authorities in both spacefaring and non-spacefaring States enhanced their understanding of the importance of the United Nations treaties and principles on outer space and strengthened their capacity to apply those international legal instruments to national space activities.

Three additional Member States ratified the United Nations treaties on outer space as a result of continuous facilitation and assistance and the work of the Legal Subcommittee.

Training was provided to 2,186 officials from developing countries on the use of space technologies to assist them in integrating space technology-based solutions to support sustainable economic and social development at the national level.

Implementation rate. The above results are based on the implementation of 93 per cent of 459 mandated outputs. (Related tables are accessible in the electronic version of the report.)

Programme accomplishments

6.1 (a) Assistance was provided to intergovernmental bodies on an innovative mechanism to implement the recommendations of the Third United Nations Conference on the Exploration and Peaceful Uses of Outer Space (UNISPACE III),

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 6)) and in General Assembly resolution 56/253, annex I, para. 27. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs refer to the corresponding expected accomplishments in the budget tables.

resulting in the establishment of 12 action teams under the leadership of 17 Governments. The participation of 51 countries, 15 United Nations system entities and 23 intergovernmental and non-governmental organizations in implementing 12 recommendations is a clear reflection of the commitment to integrate the strategy contained in the Vienna Declaration on Space and Human Development into the space-related activities of Member States at the national, regional and international levels. Through the provision of continuous support to the action teams, results were achieved in the areas of environmental monitoring strategies, management of natural resources, weather and climate forecasting, public health, disaster management, global navigation satellite systems, sustainable development, near-Earth objects, capacity-building, increasing awareness, innovative funding sources and arrangements and knowledge-sharing through the promotion of universal access to space-based communication services. The action teams proved to be an effective mechanism to facilitate countries taking ownership of the implementation of the recommendations of UNISPACE III. Member States have appreciated the progress made in implementing the recommendations of the Vienna Declaration. By working together, users, primarily from developing countries, and technology providers were able to match practical needs with solutions. National coordination mechanisms in developing countries need to be strengthened to include potential user institutions.

(b) The continued assistance and training provided to Government officials using different approaches enhanced awareness of the importance of the application by Member States, space-related international and national organizations and industry of the international legal regime established to govern outer space activities. A total of 150 participants from 48 Member States and academic and space law institutions with varied experience and potential to influence the development of space law, policy and education in their countries enhanced their skills and knowledge related to the treaties and principles on outer space. Workshop participants expressed their readiness to promote space-related national legislation on their return. Two recommendations emanating from the workshops are being implemented by the Legal Subcommittee of the Committee on the Peaceful Uses of Outer Space. The records show that 3 Member States ratified the 5 United Nations treaties governing outer space activities during the biennium, bringing the total number of ratifications by Governments and international organizations to 328. This demonstrates increased application by the international community of the space-related international legal regime. More support is needed for the development and availability of opportunities in space law education, particularly in developing countries.

(c) Capacity-building activities and the establishment of working partnerships led to the implementation of pilot projects that used space technologies to promote economic and social development efforts in developing countries. Increased emphasis on disaster management; satellite communications for distance education and telemedicine applications; monitoring and protection of the environment, including the prevention of infectious diseases; the management of natural resources; education and capacity-building in such technologies as global navigation and positioning satellite systems; spin-offs of space technology; and the promotion of the participation of youth in space activities raised awareness among decision-makers of the need to strengthen local support for the operational use of space technologies. A total of 2,032 participants from developing and industrialized countries benefited from 23 short-term training activities, for which 564 fellowships

were granted to participants from developing countries. In addition, 154 officials were trained through long-term programmes offered by the regional centres for space science and technology education. Those efforts built capacity at the national level in the use of space technologies and contributed to the establishment of networks of users and providers of space technology that spill over into economic and social development once knowledge is applied at the country level. Projects on the usefulness of space applications to decision-makers and their cost-effectiveness need to be multiplied and mechanisms to promote their use strengthened.

6.2 *Implementation rate*. The above results are based on the implementation of 93 per cent of 459 mandated outputs.

Section 8
Legal affairs*

Subprogrammes: 1. Overall direction, management and coordination of legal advice and services provided to the United Nations as a whole; 2. General legal services provided to United Nations organs and programmes; 3. Progressive development and codification of international law; 4. Law of the sea and ocean affairs; 5. Progressive harmonization and unification of the law of international trade; 6. Custody, registration and publication of treaties.

Highlights of programme results

The Office of the Legal Counsel provided advice setting out the legal implications of the independence of East Timor, the Bonn Agreement on Afghanistan, programmes in post-war Iraq, preparing for the Khmer Rouge trials, the Special Court for Sierra Leone, the International Tribunal for the Former Yugoslavia and the International Criminal Tribunal for Rwanda.

The General Legal Division successfully resolved claims against the United Nations resulting in savings of $2.7 million, while successfully defending the Organization's status and privileges and immunities in all legal proceedings.

Important progress was made in the formulation and adoption of legal instruments dealing with issues of major international concern, such as the establishment of the International Criminal Court, international terrorism and jurisdictional immunities of States and their property.

Twenty-seven new ratifications and increased participation in the United Nations Open-ended Informal Consultative Process on Oceans and the Law of the Sea by States and civil society led to a higher degree of uniformity and consistency in the application of the United Nations Convention on the Law of the Sea and its implementing Agreements.

The considerable increase in treaty actions, case law based on United Nations Commission on International Trade Law texts and downloads from the UNCITRAL web site reflected the crucial role played by UNCITRAL in the modernization of trade practices.

Greater awareness of the multilateral treaty framework and its importance in regulating international interaction was created through a refined electronic facility and extensive use of the Internet. A total of 104 States participated in the two annual treaty events, on sustainable development and transnational organized crime and terrorism.

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 8)) and in General Assembly resolution 56/253, annex I, paras. 28-33. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

Implementation rate: The above results are based on the implementation of 81 per cent of 1,933 mandated outputs. Three sessions required fewer than the programmed number of meetings. As a result, 9.4 per cent were terminated by legislation and 2.1 per cent were terminated by the programme. The outputs not implemented included two meetings that were revised by legislative decision and programmed for 2004-2005 and five documents and three publications that were terminated for programmatic reasons (0.5 per cent). For 7 per cent of the outputs, substantive preparations were completed for publications, but their issuance was postponed to 2004. (Related tables are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Overall direction, management and coordination of legal advice and services provided to the United Nations as a whole

9.1 The Office of the Legal Counsel continued to provide timely, high-quality and effective legal advice to ensure that the principal and subsidiary organs of the United Nations conducted their work in accordance with international law, including the United Nations legal regime. In particular, it set out the legal implications for the transition of East Timor to independence, the implementation of the Bonn Agreement on Afghanistan and development programmes in post-war Iraq with the winding down of the oil-for-food programme. Further, agreements were negotiated to establish the Khmer Rouge trials and the Special Court for Sierra Leone and to assist the International Tribunal for the Former Yugoslavia and the International Criminal Tribunal for Rwanda, thus enhancing the rule of law. More than 4,200 incoming requests for advice were answered within the deadline indicated by the requesting unit or organ and only two responses were reissued for clarification. Also, 17 legal instruments had been finalized as at 31 December 2003, thereby protecting the status and mandates of United Nations peacekeeping missions and other United Nations presences and activities. An agreement was negotiated enabling the World Tourism Organization to become a specialized agency in accordance with Article 57 of the Charter of the United Nations. As a result of the critical role played by the Office in developing and implementing the procedures for electing the judges and prosecutor of the International Criminal Court, the Assembly of States Parties to the Rome Statute of the International Criminal Court successfully elected the judges and Prosecutor, which allowed the Court to become operational. Violations of international legal instruments relating to the conduct of United Nations operations were averted in a single intervention in more than 95 per cent of cases.

9.2 *Implementation rate*: The above results are based on the implementation of 100 per cent of 12 mandated outputs.

Subprogramme 2
General legal services provided to United Nations organs and programmes

8.3 The legal liabilities of the Organization were minimized such that the United Nations settled claims totalling more than $4.6 million for less than $1.9 million. The privileges and immunities of the United Nations were successfully defended in 100 per cent of the legal proceedings instituted against the Organization or its staff. Only one dispute arose out of the contracts and agreements prepared or reviewed.

8.4 As a result of the provision of legal advice and support, a more consistent approach to the development of the law of the Organization was achieved through a review of its administrative regulations, rules and commercial practices. The promulgation of model contracts and the provision of training programmes for procurement officers resulted in a greater than 15 per cent reduction in the total amount of commercial claims from prior bienniums.

8.5 *Implementation rate*. All activities under this subprogramme are considered to be non-quantifiable; all services were provided as programmed.

Subprogramme 3
Progressive development and codification of international law

8.6 Important progress was made in the formulation and adoption of legal instruments dealing with issues of major international concern. As a result of the substantive support and assistance provided in the preparation of legal instruments and draft reports furnished by the Codification Division, a number of instruments envisaged in resolution E adopted by the United Nations Diplomatic Conference of Plenipotentiaries on the Establishment of an International Criminal Court were completed. The Rome Statute of the Court entered into force on 1 July 2002, paving the way for the convening of the Assembly of States Parties to the Rome Statute of the Court. Several other instruments are in an advanced state of preparation, including the draft comprehensive convention on international terrorism and the draft convention for the suppression of nuclear terrorism, as well as the draft convention on jurisdictional immunities of States and their property.

8.7 *Implementation rate*. The above results are based on the implementation of 86 per cent of 665 mandated outputs.

Subprogramme 4
Law of the sea and ocean affairs

8.8 (a) The adoption of new legal instruments developed in the field of law of the sea and ocean affairs contributed to greater respect for and acceptance of the Convention and the implementing Agreements and a higher degree of uniformity and consistency in their application. There were 27 new ratifications and accessions to the United Nations Convention on the Law of the Sea and the implementing Agreements, 8 new legal instruments adopted at the national level, 8 legal instruments drafted or adopted by international organizations and 7 new treaties signed.

(b) Through its publications and briefings programme, policy makers were made more aware of the increased opportunities and practical economic benefits that can be derived from participating in the international legal regime for the oceans. This resulted in an 80 per cent increase in the participation of States,

intergovernmental organizations and non-governmental organizations in the work of the Open-ended Informal Consultative Process on Oceans and the Law of the Sea.

8.9 *Implementation rate*. The above results are based on the implementation of 77 per cent of 612 mandated outputs. A total of 23 per cent were terminated by legislation, as the Commission on the Limits of the Continental Shelf finished its work with fewer than the programmed number of meetings, and two sessions of the Joint Group of Experts on the Scientific Aspects of Marine Environmental Protection were not implemented owing to legislative decision, but have been programmed for the biennium 2004-2005.

Subprogramme 5
Progressive harmonization and unification of the law of international trade

8.10 The practical use of UNCITRAL texts in the modernization of trade practices and current business transactions is reflected in the number of judicial decisions contained in the database of the case law on UNCITRAL texts. The number of additional judicial and arbitral decisions doubled during the biennium. Thorough reporting by national correspondents and more expeditious publication of reported cases will increase the use of information in the case law database.

8.11 In addressing the need to reduce legal uncertainties and obstacles posed by inadequate and disparate laws, 26 treaty actions were recorded that involved legislative decisions based on UNCITRAL texts. In the biennium 2004-2005, a specialized unit will be set up to deal with legal reform, particularly to assist developing countries in better defining their needs for reform in the field of international trade law and in adapting UNCITRAL standards to their legal systems where necessary.

8.12 Use of the UNCITRAL web site is considered to have contributed to more efficient trade negotiations. In view of the highly specialized nature of information contained in UNCITRAL texts, users of the web site were considered to be from the international trade law community. According to reliable estimates, the number of significant hits on the web site (in English, French and Spanish) totalled about 200,000 a year.

8.13 One essential characteristic of the modern harmonized legal standards prepared by UNCITRAL is simplification of the administration of transactions and lowering of transaction costs. Their practical use is demonstrated by the 26 new legislative actions based on those standards in 2002-2003 and the doubling of the court decisions rendered with reference to those texts.

8.14 Another essential characteristic of the modern harmonized legal standards prepared by UNCITRAL is a reduction in disputes arising from legal uncertainties and disparities in the rules governing international trade transactions.

8.15 *Implementation rate*. The above results are based on the implementation of 94 per cent of 253 mandated outputs.

Subprogramme 6
Custody, registration and publication of treaties

8.16 (a) Enhanced measures for the compilation and dissemination of treaty information, in print and on the Internet and CD-ROM, were put in place, improving

access to treaties deposited with the Secretary-General and treaties registered with the Secretariat. The number of visitors to the treaty web site rose to over 1.4 million per month, and the improved facility to search for information reduced the number of requests received through traditional methods. Treaties were provided in all working languages.

(b) Wider State participation in the treaty framework and advancement of the international rule of law was encouraged through initiatives designed to increase awareness and acceptance of treaty-based norms. Active participation by the international community in the treaty framework was reflected in the increased number of depositary functions relating to 518 treaties deposited with the Secretary-General and 2,450 new treaties registered. In 2002, 48 States participated in the treaty event entitled "Focus 2002: Sustainable Development", undertaking 83 treaty actions and, in 2003, 56 States participated in the treaty event entitled "Focus 2003: Treaties against Transnational Organized Crime and Terrorism", undertaking 155 treaty actions. Final clauses were reviewed for 11 new treaties deposited in 2002 and 2003. Requests for advice, training and assistance on depositing, registering and publishing treaties, as well as on treaty law practice and the drafting of final clauses, increased by a factor of 2.5. Two major training sessions were conducted in New York and two in South-East Asia, transferring technical skills and enabling the States concerned to participate actively in the treaty framework.

8.17 *Implementation rate*. The above results are based on the implementation of 69 per cent of 391 mandated outputs. Publications for which substantive work was completed and which will be issued in 2004 represented 31 per cent of mandated outputs.

Section 9
Economic and social affairs*

Subprogrammes: 1. Economic and Social Council support and coordination; 2. Gender issues and advancement of women; 3. Social policy and development; 4. Sustainable development; 5. Statistics; 6. Population; 7. Global development trends, issues and policies; 8. Public administration, finance and development; 9. Sustainable forest management

Highlights of programme results

Major milestones in the economic and social programme in 2002 were the International Conference on Financing for Development (Monterrey, Mexico), the Second World Assembly on Ageing (Madrid) and the World Summit on Sustainable Development (Johannesburg), all substantively supported by the programme. In 2003, the programme's main priority and focus, guided by the United Nations Millennium Declaration, was to advance the implementation of the outcomes of those conferences.

As a landmark global agreement between developed and developing countries, the Monterrey Consensus became the cornerstone for international policy discussions and national and international action on the whole gamut of interrelated trade, finance and institutional issues affecting financing for development, and brought the United Nations system, including the Bretton Woods institutions and WTO, together in unprecedented ways. The Johannesburg Summit reaffirmed sustainable development as a central element of the international agenda and gave new impetus to global action to fight poverty, protect the environment, enhance corporate accountability and responsibility, change unsustainable production and consumption patterns and promote public partnerships and strengthen regional cooperation to those ends. The Madrid Conference on Ageing brought the issue of ageing, for the first time, into the mainstream of the international policy debate.

Progress was also made in promoting national action towards the equalization of opportunities for persons with disabilities, including through support to the formulation of an additional protocol to the Standard Rules in this area. The establishment of the Permanent Forum on Indigenous Issues served to advance the programme's contribution to bringing the needs, aspirations and concerns of indigenous peoples into the political discourse of the United Nations. Support for the work of the new United Nations Forum on Forests focused on enhancing the Forum's impact on international cooperation for sustainable development.

* Expected accomplishments and indicators of achievement for subprogrammes 1 to 8 can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 9)) and in General Assembly resolution 56/253, annex I, paras. 34-38, and for subprogramme 9, in document A/C.5/56/4, table 9.13. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

The goal of harnessing the contribution of information and communication technologies to development was advanced and mainstreamed throughout the programme, from statistics and population to public administration and the advancement of women. The Information and Communication Technologies Task Force, supported by the programme, helped to steer the preparatory process of the World Summit of the Information Society towards a development agenda.

The objective of furthering the implementation of the United Nations Millennium Declaration and promoting the coordinated and integrated follow-up to conference outcomes shaped the orientation and evolution of all aspects of the programme and the support provided by the programme to the Economic and Social Council and its functional commissions. The Millennium Development Goals database, which was instrumental in measuring global progress in that respect, was further strengthened.

Implementation rate. The above results are based on the implementation of 94 per cent of 3,214 mandated outputs. (Related tables are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Economic and Social Council support and coordination

9.1 (a) Assistance was provided to the General Assembly Working Group on the integrated and coordinated implementation of and follow-up to the outcomes of major United Nations conferences and summits in the economic and social fields aimed at rationalizing the work of the economic and social committees by streamlining their agendas, focusing on the Millennium Development Goals, and promoting an integrated approach to major United Nations conference follow-up. On the basis of the substantive and technical support provided, the Working Group made recommendations for the advancement of the better management of globalization issues and on its role as focal point for the follow-up of the International Conference on Financing for Development and related issues. In General Assembly resolution 57/270 B of 23 June 2003, the roles of the Assembly and the Economic and Social Council and its functional commissions regarding the implementation of conference outcomes were further clarified.

(b) The capacity of the Economic and Social Council to promote coordination and coherence was reinforced through improvements in its working procedures with the support of the subprogramme, such as special sessions addressing specific issues, better interaction with the United Nations System Chief Executives Board for Coordination, greater interaction between the Council's bureau and the bureaux of its functional commissions, and increased involvement of civil society. The subprogramme assisted the Council to build more systematically on the work of its subsidiary machinery by better guiding the work of its functional commissions on both policy and coordination issues and strengthening their links with the executive boards of funds and programmes. In the follow-up to the Monterrey Consensus of the International Conference on Financing for

Development, the subprogramme assisted in making the Council meetings with the Bretton Woods institutions more effective forums for addressing issues of coherence, coordination and cooperation, in particular with civil society and the business sector. Integration of the United Nations operational activities for development with national development efforts was addressed in the support provided, focusing on such themes as national ownership of operational activities and capacity-building and the rationalization and enhancement of the United Nations development system at the country level.

(c) The subprogramme supported the Committee on Non-Governmental Organizations with the accreditation process, enhancing its capacity with the major innovation of an electronic meeting system, the "Paperless Committee", allowing clearance of three times as many applications for consultative status. Technical advisory missions assisted NGOs and the private sector to be more visible in the 2002 and 2003 high-level segments of the Economic and Social Council, increasing their participation and helping to generate greater support for the development goals. The capacity of NGOs to contribute was also enhanced by the establishment of the United Nations Informal Regional Network.

9.2 *Implementation rate*. The above results are based on the implementation of 98 per cent of 786 mandated outputs.

Subprogramme 2
Gender issues and advancement of women

9.3 (a) The capacity of Member States and NGOs to implement the recommendations contained in the Beijing Declaration and the Platform for Action of the Fourth World Conference on Women and the outcome of the twenty-third special session of the General Assembly was enhanced through the provision of reports, technical documents and substantive support to intergovernmental meetings. More involvement of all actors was observed through 342 statements on gender equality being made during these meetings. An increased number of statements by Member States were made at meetings of the Commission on the Status of Women (23 per cent) and at the Third Committee of the General Assembly (16 per cent), owing in part to a high-level round table that provided information and an opportunity for participants to share examples of good practices and lessons learned at the national level. Those statements reflected definite plans or actions taken to implement the Platform for Action and the outcome of the twenty-third special session.

(b) The capacity of 24 countries from Asia and Africa to prepare country reports and issue international human rights law at the domestic level in order to achieve gender equality was enhanced through the provision of two training workshops and two judicial colloquiums for the Committee on the Elimination of Discrimination against Women. All government officials indicated that the training had increased their understanding of their country's obligations under the Convention on the Elimination of All Forms of Discrimination against Women and its Optional Protocol and how they could be implemented. Seventy-eight per cent of judicial practitioners stated that the colloquiums had increased their understanding of their country's obligations under international human rights law and, in particular, under the Convention and how they could be implemented in the judicial sphere. More training meetings were planned for other regions based on the positive

results. Positive references on the advisory services were made at the fifty-eighth session of the General Assembly by countries of the Southern African Development Community.

(c) A positive environment for implementing gender mainstreaming was created, including strengthened political commitment to gender mainstreaming at all levels, the development of effective tools, methodologies and information materials and increased understanding of the strategy both within the United Nations system and in intergovernmental forums. Significant progress was made in producing tools and methodologies for gender mainstreaming in such priority thematic areas as financing for development, information and communication technologies, trade, water, the Millennium Development Goals and gender mainstreaming in programme budgets.

(d) Through the provision of policy advice to the Secretary-General on all issues related to gender distribution, cooperation with the Office of Human Resources Management and the coordination and design of new approaches, the overall proportion of women with appointments of one year or more increased to 35.6 per cent in 2003 from 34.6 per cent in 2001. Five departments/offices with 20 or more Professional staff members achieved gender balance in 2003, two departments more than in 2001. The overall proportion of women in the Professional and higher categories in the entities of the United Nations system increased from 34.1 per cent in 2001 to 35 per cent in December 2002. The percentage of women in posts in the Professional category increased at all levels, except at the D-1, Assistant Secretary-General and Under-Secretary-General levels. The slow progress in achieving the goal of 50-50 gender distribution could be attributed to the number of vacancies during the period as well as the relative stability in overall staffing. Focus was placed on extending ongoing and new sensitization training programmes for managers on gender balance issues, increasing the effectiveness of human resources planning tools and enhancing the accountability of programme managers. The number of departments/offices that had gender-sensitivity training increased from one in 2001 to six in 2003.

(e) Online services proved effective in establishing an expanded framework for information exchange, although it was limited by the lack of technological capability within the developing countries to take advantage of these opportunities. A 132 per cent increase in the total number of hits to the gender web sites was recorded and a pilot project was launched in November 2003 to track information exchange and communication with Governments and civil society. Three online discussions were held on thematic issues considered by the Commission on the Status of Women, namely, gender and information and communication technologies, women and the media and the role of men and boys in gender equality. The number of participants in the online discussion held in 2003 increased by 44 per cent compared with 2002. An online registration of NGOs wishing to participate in the Commission was successfully launched.

(f) Inter-agency cooperation for gender mainstreaming in the United Nations system was strengthened through the Inter-Agency Network on Women and Gender Equality. The Network's web site was launched in December 2002 and provided for an enhanced exchange of good practices and knowledge of gender mainstreaming processes. The active participation of United Nations entities not based in New York was increased through electronic communication, which also saved time and

resources. The number of task forces under the Network increased from 8 in 2002 to 11 in 2003. In-depth studies (for example, the Study on Women, Peace and Security, and gender indicators), workshops and joint projects were undertaken.

(g) Through support by training and advice, seven more States ratified the Convention on the Elimination of All Forms of Discrimination against Women in 2002 and 2003, bringing the total number of States parties to 175; and 29 ratified the Optional Protocol, bringing the total number of States parties to 57. Fifty-three States parties submitted a total of 106 reports under article 18 of the Convention, and the Committee on the Elimination of Discrimination against Women, with the subprogramme as secretariat, considered a total of 74 reports of States parties submitted by 42 States. The number of ratifications of the Convention and its Optional Protocol and the number of reports submitted and considered reflect progress towards the goal of women's full enjoyment of human rights.

9.4 *Implementation rate*. The above results are based on the implementation of 92 per cent of 650 mandated outputs.

Subprogramme 3
Social policy and development

9.5 (a) Through research, training and policy advocacy, the subprogramme addressed the need to improve effective implementation of the commitments and policies contained in the Copenhagen Declaration on Social Development, the Programme of Action of the World Summit for Social Development, the United Nations Millennium Declaration and other relevant resolutions. The effective functioning of the Commission for Social Development was essential to ensure that its outcomes were reflected in other intergovernmental processes and the United Nations system. Eighty-eight per cent of the conclusions and policy recommendations contained in the supporting substantive reports were incorporated into the resolutions and agreed conclusions adopted by the Commission and the General Assembly. There was close collaboration with other United Nations agencies, 40 agencies participating in the discussions in the Commission, the Third Committee and expert group meetings.

(b) The improved ability of Member States to pursue the goal of eradicating poverty through decisive national action and international cooperation was actively supported through advocacy, research and monitoring of the outcomes of the World Summit for Social Development, the twenty-fourth special session of the General Assembly, the United Nations Millennium Declaration, the First United Nations Decade for the Eradication of Poverty and other relevant General Assembly resolutions. At least 50 countries observed the International Day for the Eradication of Poverty, fostering discussion of poverty issues, particularly by NGOs, in both developed and developing countries. More than 70 per cent of recommendations and conclusions containing research data, best practices and poverty strategies, provided in the supporting substantive documents, were incorporated into resolutions relating to poverty eradication by the General Assembly and the Economic and Social Council.

(c) The subprogramme assisted the intergovernmental machinery in the preparation and review of the Madrid International Plan of Action on Ageing, which was adopted at the Second World Assembly on Ageing in early 2002. Increased awareness of international instruments was shown by the support and endorsement

of the proposals for follow-up and monitoring of the Madrid Plan by 36 Member States in the Third Committee in 2003. In the area of disability, the subprogramme assisted in the formulation of an additional protocol to the Standard Rules on the Equalization of Opportunities for Persons with Disabilities and in the establishment of the Ad Hoc Committee on a Comprehensive and Integral Convention on Protection and Promotion of the Rights and Dignity of Persons with Disabilities.

(d) To increase the understanding and awareness by government and non-government stakeholders of emerging issues in social development, the subprogramme monitored developments and trends in social development, conducted research and analysis and published the information in the *Report on the World Social Situation 2003*. Some 1,560 copies of the *Report* were distributed to Governments, civil society, non-governmental organizations and the private sector.

(e) Through advisory services and training, the subprogramme provided assistance to increase the technical and institutional capacity of developing countries and countries with economies in transition to formulate and implement effective social and economic policies and programmes. Training on engaged governance was provided to 40 experts and officials from the Government of Sri Lanka and its civil society as well as international participants. In the impact survey, 93.3 per cent of the respondents indicated a positive impact of the workshop on their intention to introduce changes in the orientation and/or process of their organizations' activities. Training was also provided to 20 experts and officials on globalization, marketization and corporate social responsibility: lessons and options for the Commonwealth of Independent States. The impact survey for this training showed that 75 per cent of the participants recognized the positive impact of the workshop on their organizations' activities, 66 per cent indicating a strong impact and 34 per cent an adequate impact. Additionally, more than 50 officials benefited from the 14 advisory services provided under this subprogramme.

9.6 *Implementation rate*. The above results are based on the implementation of 99 per cent of 289 mandated outputs.

Subprogramme 4
Sustainable development

9.7 (a) The subprogramme focused on the development and implementation of national sustainable development strategies, including their impact and importance for countries as a strategic planning tool for the enhancement of the ability of Member States to achieve sustainable development. By 2003, national sustainable development strategies were implemented or in the process of formulation in 61 countries, and were supported by six capacity-building workshops and a set of indicators on national sustainable development strategies. Information on the development and implementation of national sustainable development strategies was disseminated to all regions and global awareness of the process had progressed from the conceptual stage in 2000 to the development and implementation stage by 2003. Supported by information and data supplied by the subprogramme, targets for completing and implementing national sustainable development strategies were negotiated at the World Summit on Sustainable Development, raising awareness globally on the importance of such strategies. Policy guidelines, learning materials, advisory services, technical assistance, a learning centre and the development

maintenance and updating of the national sustainable development strategies section of the divisional web site were completed.

(b) Increased involvement of non-governmental organizations and other major groups in the implementation of Agenda 21 and in the promotion of sustainable development was effected by four meetings conducted by the subprogramme with the participation of 100 representatives of major groups from developing countries and countries with economies in transition. Their involvement enabled them to participate in interactive dialogue with government representatives and other stakeholders and to provide inputs to reports of the Commission on Sustainable Development. Representatives of major groups from developing countries and countries with economies in transition, especially the least developed countries, participated in the preparatory meetings for the World Summit on Sustainable Development, as well as the Summit meeting itself.

(c) Collaboration with the relevant Secretariat offices, specialized agencies, United Nations programmes and other organizations was established and/or strengthened to integrate the economic, social and environmental dimensions of sustainable development. Joint activities and the sharing of information on such issues as sustainable energy, the World Solar Programme, major electrical utilities, and sustainable consumption and production were established. Regional collaboration on developing an international framework of programmes on sustainable consumption and production was undertaken with UNEP regional offices in Asia and Latin America, and a programme of work was agreed with ESCAP and the Latin American Council of Environment Ministers. The subprogramme provided secretariat support for UN Water, composed of 23 United Nations organizations, specialized agencies, convention secretariats and regional commissions. In the organization and follow-up to the Summit, the Secretariat brokered 200 partnerships associated with the implementation of the Johannesburg Plan of Implementation among international organizations, Governments, the private sector and NGOs. The subprogramme has also undertaken preparations for the International Meeting to Review the Implementation of the Barbados Programme of Action for the Sustainable Development of Small Island Developing States by holding three regional meetings.

(d) Technical assistance in the water and energy sectors contributed to capacity-building, including the evolution of regulatory and institutional frameworks, in many countries. Those frameworks facilitated national implementation of the principles of integrated water resources management and energy conservation. At the World Summit on Sustainable Development, energy and water issues were identified as priority issues at the national and global levels; different approaches were developed to policy and institutional reforms, taking into account regional and country specificities. Improved governance resulting from actual reforms created opportunities for poverty reduction.

(e) The 10-year review of progress achieved since the holding of the United Nations Conference on Environment and Development was coordinated by the subprogramme and included regional commissions, UNEP, UNDP and United Nations specialized agencies. The World Summit on Sustainable Development was attended by more than 22,000 participants, including heads of State and Government, national delegates and leaders from NGOs, businesses and other major groups. Governments agreed to and reaffirmed a wide range of concrete

commitments and targets for action to achieve more effective implementation of sustainable development objectives. The views of civil society were given prominence at the Summit in recognition of the key role of civil society in implementing the outcomes and in promoting partnership initiatives. The Johannesburg Plan of Implementation was the major outcome of the Summit and provided time-bound goals and targets and commitments for the implementation of Agenda 21.

(f) Collaboration with regional commissions and regional offices of United Nations funds, programmes and other entities was reoriented towards implementation of Agenda 21, focusing on sharing lessons learned and best practices among government policy-makers and major group stakeholders. Emphasis was on identifying region-specific conditions and obstacles and on designing practical measures applicable to national policy makers and major group stakeholders.

9.8 *Implementation rate*. The above results are based on the implementation of 88 per cent of 518 mandated outputs.

Subprogramme 5
Statistics

9.9 (a) Within the context of improving methods and procedures for the measurement of economic and social phenomena, in statistical offices in countries around the world, national statisticians were trained at 28 workshops with 440 participants from developing countries and countries with economies in transition. Ninety-six per cent of the participants confirmed that the substantive knowledge presented in the workshops was useful and likely to be used in their future work. Study tours were organized for 193 statisticians to learn from more advanced statistical systems. Eighteen technical publications on new or revised statistical standards were distributed to the responsible people in the national statistical offices of all countries for their use. Ninety per cent of experts at meetings rated the usefulness of United Nations statistical publications on methods and procedures as good or better.

(b) Senior representatives of national statistical offices improved their understanding of new and critical issues through participation in the focused thematic discussions at the Statistical Commission, in particular in such areas as the new International Comparison Programme, international trade in services, measuring progress towards the Millennium Development Goals and measurement of electronic commerce. Approximately 120 senior statisticians from countries attended each session of the Commission. Ninety-eight per cent of experts surveyed rated the usefulness of United Nations statistical publications as good or better.

(c) The global statistical system was further strengthened through improvements at the national level in methods and procedures and improved concepts and definitions in areas such as census and survey design, statistical classifications and trade and environment statistics and indicators. International coordination was strengthened through the work of the recently established Inter-Agency Committee for the Coordination of Statistical Activities. Meetings were held with groups of national statisticians (city groups) to improve statistical concepts and methods. Officers from national statistical offices and regional and international organizations attended meetings of the Statistical Commission,

workshops and expert groups, including meetings on the rationalization and harmonization of development indicators to strengthen the global statistical system.

(d) Through training, study tours and advisory missions, the capacity of national statistical offices in developing countries and countries with economies in transition to produce, analyse and disseminate statistical data was strengthened. Training and assistance was adjusted for the varying capacities and resources in the national statistical systems and focused on improving, increasing and sustaining the knowledge base of statistical methods and the infrastructure at the national level and improving access to advanced techniques for data production, analysis and dissemination.

(e) National capacities to use geographical information systems for surveying and mapping activities and cartography were increased by the organization of regional conferences and training courses. The Eighth United Nations Conference on the Standardization of Geographical Names, organized in conjunction with United Nations Group of Experts on Geographical Names, enhanced clear international communication and was attended by participants from 88 countries. The Division also prepared and organized the Sixteenth United Nations Regional Cartographic Conference for Asia and the Pacific, attended by participants from 43 countries. In 2002, the Division developed and launched the United Nations Group of Experts on Geographical Names web site and issued publications, the most notable being the new multilingual Glossary of Terms for the Standardization of Geographical Names.

9.10 *Implementation rate*. The above results are based on the implementation of 92 per cent of 402 mandated outputs.

Subprogramme 6
Population

9.11 (a) The increased ability of Member States to formulate national population and related policies and programmes was reflected in the monitoring information collected by the subprogramme on policies for fertility, mortality, migration and other demographic indicators. Demographic data were provided to Governments to assist in national planning and allocation of resources. The results were published in *National Population Policies* in 2003 and contained information from 193 Governments, including 145 from less developed regions, indicating that the consequences of demographic variables and their role in socio-economic development had been taken into consideration. One of the most significant population policy developments of the second half of the 1990s was the rise in the number of African Governments that reported having policies aimed at reducing the rapid growth of their population: 73 per cent in 2003, up from 60 per cent in 1996.

(b) Governments forged a common understanding of critical population issues through their participation in the Commission on Population and Development, particularly the sessions on reproductive rights and reproductive health, including the effect of HIV/AIDS, and on population, education and development. The importance of adopting effective ways to communicate the results of research, both to the public and to policy makers and international networking for sharing information were the outcomes of a technical meeting-cum-training session on HIV/AIDS and adult mortality in developing countries for 22 African population specialists. Two publications were issued, *HIV/AIDS: Awareness and Behaviour* and

The Impact of AIDS, in addition to regular estimations and projections of the world's population, with a special analysis of the demographic impact of AIDS in highly affected countries. Users of demographic statistics were made aware of the consequences of the AIDS epidemic through such information as projections of the number of AIDS deaths expected, the impact of the epidemic on sectors of society and behavioural aspects of the AIDS epidemic.

(c) Improved and timely access by Governments and civil society to the United Nations research findings in the field of population and development was accomplished by dissemination of the subprogramme's research findings to civil society and the general public through press releases, briefings and interviews. Publications, in particular *World Population Prospects* and *National Population Policies*, played a key role for monitoring the implementation of the Programme of Action of the International Conference on Population and Development. Progress was made in particular with regard to the goals and targets of completing the demographic transition. Publications, including wallcharts, were posted on the Internet as soon as they became available, and access to population data was available to all without restriction. Population Division publications were sent to libraries, universities and international organizations, as well as to faculty members, researchers, permanent missions of States Members of the United Nations, commercial users of data and many others. More than 30,000 Google citations of Population Division publications were recorded by the end of 2003 and about 160,000 downloads were made from the subprogramme's web site during the last quarter of 2003.

(d) Publications of the Population Division, in particular *World Population Prospects* and *National Population Policies*, have played a key role for monitoring the implementation of the Programme of Action. The subprogramme provided demographic data to Governments to assist in the planning and allocation of resources, such as population projections, on the effects of continuing current fertility and mortality policies, mortality estimates for the countries most affected by HIV/AIDS.

9.12 *Implementation rate*. The above results are based on the implementation of 87 per cent of 137 mandated outputs.

Subprogramme 7
Global development trends, issues and policies

9.13 (a) By providing analytical reports, including the *World Economic and Social Survey* and *World Economic Situation and Prospects*, the subprogramme has continued to assist representatives of Member States in improving their international dialogue and in reaching agreement on policies and actions pertaining to both the current economic situation and long-term growth and development. The Ad Hoc Group of Short- and Medium-term Prospects of the World Economy (Project LINK) served as a useful forum for discussions on the short-term macroeconomic situation and policies and was instrumental in creating capacity in 15 African countries to utilize internationally accepted policy-analysis techniques and economic modelling in order to formulate and implement development policies.

(b) Enhanced understanding in developing countries, in particular the least developed countries, and countries with economies in transition of the actions necessary to mobilize and allocate in an efficient and gender-neutral manner

domestic financial resources for development was a priority area of work. The subprogramme prepared the documentation for and organized the International Conference on Financing for Development at Monterrey, Mexico, in March 2002, which 50 heads of State attended. As a universally agreed compact between developed and developing countries, the Monterrey Consensus is the cornerstone for international policy discussions, including in IMF and the World Bank, on issues pertaining to financing for development. Two Economic and Social Council special meetings with the Bretton Woods institutions and WTO in 2002 and 2003 and the first High-level Dialogue on Financing for Development, held during the General Assembly in 2003, consolidated and advanced the achievements from Monterrey, most notably in terms of the coherence of development policies.

(c) The subprogramme organized the International Conference on Financing for Development at Monterrey, Mexico, in 2002, which was widely recognized in the international community as a major step forward in the dialogue on development policies between the developed countries, developing countries, international institutions, the private sector and civil society. The Monterrey Consensus is a key compact for international policy discussions on issues pertaining to financing for development, including in IMF and the World Bank. Twenty-four ministerial round tables with participation of the executive directors of the Bretton Woods institutions were organized by the subprogramme, 12 were held during the Monterrey Conference and 12 were held during sessions of the General Assembly and the Economic and Social Council in 2002 and 2003.

(d) The 2003 triennial review by the Committee for Development Policy, substantively supported by the subprogramme, resulted in the addition by the General Assembly of Timor-Leste to the list of least developed countries, which affects the bilateral trade and foreign aid allocations of developed countries. The Committee recommended that the special needs of women and the issue of the removal of constraints on their full participation in economic activity be urgently addressed. Discussions in the Economic and Social Council on the graduation of Cape Verde and the Maldives from the list of least developed countries were substantively supported by the subprogramme. By providing analytical materials, including the *World Economic and Social Survey*, the subprogramme assisted representatives of Member States in improving their international dialogue and in reaching agreement on policies and actions pertaining to long-term growth and development, including the gender dimension.

9.14 *Implementation rate*. The above results are based on the implementation of 97 per cent of 182 mandated outputs.

Subprogramme 8
Public administration, finance and development

9.15 (a) Given the centrality of governance to sustainable recovery, the subprogramme undertook normative and technical cooperation activities in governance, post-conflict reconstruction and conflict prevention so as to equip Governments with better understanding, policies, skills and tools to implement more effective, sustainable reconstruction strategies. Government authorities reported a positive impact from the acquired knowledge, improved effectiveness of government bodies and significant confidence and bridge-building between opposing interlocutors, and requested further technical and advisory services from

the subprogramme. The African Governance Inventory, containing information on governance projects in 24 African countries, supplied online information on 54 projects in 8 countries specifically on post-conflict peace-building projects, and on 136 projects in the general area of peace and stability. The web sites of the subprogramme, providing information on peace and conflict subjects, received over 5,250 online visits per month.

(b) The further development of the United Nations Online Network in Public Administration and Finance by the subprogramme improved the timely access by Member States to data, information, country experiences and best practices on public administration. UNPAN is the only existing public administration information network in the world and has been rated as an excellent online portal in the area of public administration. Some 48 per cent of the most frequent users are from developing countries and the number of visits to the UNPAN web site increased by a factor of 10 in the past 2 years, with downloads increasing by a factor of 20. In the course of implementing the UNPAN programme, special efforts were made to promote South-South cooperation among UNPAN members in the area of e-information management.

(c) The upgrade of the Group of Experts in Public Administration and Finance to a permanent subsidiary body of the Economic and Social Council known as the Committee of Experts on Public Administration strengthened the role of the subprogramme in coordinating economic and social affairs activities and facilitated regular organization of inter-agency meetings contributing to the improvement of intergovernmental policy deliberations. Coordination was improved at the regional level by five ministerial conferences organized by the subprogramme, and the integration of Member States, bilateral and multilateral agencies and civil society organizations was enhanced in the follow-up strategy to United Nations conferences and summits. The governance task force of the Executive Committee on Economic and Social Affairs, chaired by the subprogramme, promoted understanding on the integration of normative, analytical and technical cooperation activities. UNPAN had a unique role as a platform for information sharing and coordination.

(d) Publications and advisory services were provided by the subprogramme to make methodologies and tools for development assistance available to Member States in order to increase the understanding of major issues of public economics, public administration and public finance. The conferences and meetings organized by the subprogramme availed policy makers and practitioners of the opportunity to work together to ensure the implementation of global standards and norms. The subprogramme provided substantive support to the Global Forum on Reinventing Government, the largest high-profile event in public administration and governance worldwide, and to the establishment of the United Nations Public Service Awards for contributions made to the cause of enhancing the role, prestige and visibility of public service. Biannual issues of the *World Public Sector Report* devoted to e-government were used by three universities and more than 500 copies were requested by permanent missions to the United Nations. Additionally, the subprogramme's online publications received heavy access (130 million page views) and advisory services were requested in 35 instances.

(e) Updated information on analytical tools, policy options and adequate methodologies regarding the linkages between political and economic issues and policies were included in the reports to the General Assembly on assistance to third

States affected by the application of sanctions, imposition of coercive economic measures and economic assistance to the Eastern European States affected by the developments in the Balkans.

9.16 *Implementation rate*. The above results are based on the implementation of 97 per cent of 158 mandated outputs.

Subprogramme 9
Sustainable forest management

9.17 (a) The United Nations Forum on Forests, for which the subprogramme acts as secretariat, enhanced forest policy development and dialogue at the international level by providing a forum for countries, major groups and forest-related organizations to come together and work towards consensus on their understanding of the need for sustainable forest management and ways of achieving it and by stimulating country- and organization-led initiatives for sustainable forest management. At the national level, outcomes of the Forum's sessions have provided a context for countries to develop their national forest programmes and strategies for sustainable forest management. Coordination and cooperation was facilitated and promoted among forest-related organizations, instruments and processes by establishing important links and working relationships with the 14 member organizations of the Collaborative Partnership on Forests, among others. The participation of the nine major groups identified in chapter 23 of Agenda 21 was actively promoted in the multi-stakeholder dialogue, which is an important and regular part of the sessions of the Forum. The multi-stakeholder dialogue provided opportunities for genuine dialogue between representatives of countries and the major groups.

(b) Facilitation and promotion of the implementation of the proposals of the Intergovernmental Panel on Forests/Intergovernmental Forum on Forests was undertaken through a number of activities. The network of national focal points was established for 98 States members of the United Nations Forum on Forests. The Asia Forest Partnership and the Congo Basin Forest Partnership, together with a regional model forest centre for Latin America and the Caribbean, were launched at the World Summit on Sustainable Development and existing partnerships, such as the International Model Forest Network, were further enhanced. The Collaborative Partnership on Forests established the Global Partnership on Forest Landscape. Country- and organization-led activities in support of the Forum were organized and/or technical assistance provided by the subprogramme in Africa, Asia, the Pacific region, Central America and Europe, including financing sustainable forest management, transfer of environmentally sound technologies for mangrove forests and monitoring, assessment and reporting.

(c) Political commitments to the management, conservation and sustainable development of all types of forests were addressed by the organization of high-level ministerial meetings providing an opportunity for an enriching and authoritative exchange of experiences. The ministerial meeting held during the 2002 session of the Forum was attended by 27 high-level participants and focused on four critical forest issues of global concern, including: forests and the current international political and policy agendas; conservation, protection and utilization of forests; cross-sectoral harmonization at the national, regional and global levels, including fostering synergies between forest-related instruments and organizations; and

financing for sustainable forest management. In connection with a major policy formulation related to forests, an ad hoc expert group was established at the third session of the Forum to determine the parameters for developing a legal framework on all types of forests.

(d) At its 2003 session, the Forum established the Ad Hoc Expert Group on Approaches and Mechanisms for Monitoring, Assessment and Reporting, which met at Geneva in December 2003. The Expert Group proposed ways to monitor and assess progress based on, inter alia, voluntary reporting by countries, Collaborative Partnership on Forests members and other relevant organizations, ongoing work on criteria and indicators for sustainable forest management being undertaken at the national, regional and international levels, existing data and information, and reporting systems and structures. The secretariat of the Forum received 70 national reports on sustainable forest management. Country reports referred to detailed analyses on the progress in implementing the Intergovernmental Panel on Forests/ Intergovernmental Forum on Forests proposals and mapping the 16 Forum elements into strategic directions in their national forestry strategy. Fourteen countries explained that they had carried out or were in the process of carrying out an assessment of the proposals for action to determine their relevance in their national context. The Collaborative Partnership on Forests Task Force on Streamlining Forest-Related Reporting, with assistance from the subprogramme, initiated a web-based portal with the aim of reducing the reporting burden of countries and improving the efficiency of reporting, for example, through reducing and streamlining reporting requests, harmonizing data collection methods, increasing data comparability and compatibility and improving information management.

9.18 *Implementation rate*. The above results are based on the implementation of 96 per cent of 92 mandated outputs.

Section 10
Africa: New Agenda for Development*

Subprogrammes: 1. Mobilization of international support and global coordination; 2. Monitoring, assessment, facilitation and follow-up of the implementation of action programmes for African development; 3. Campaign for global awareness of the critical economic situation in Africa

Highlights of programme results

The final review and appraisal of the United Nations New Agenda for the Development of Africa in the 1990s was concluded in 2002. As a result, the New Partnership for Africa's Development was endorsed by the General Assembly in its resolution 57/7 as the framework for the international community support to African development. Inter-agency coordination mechanisms to support the New Partnership and the roles of civil society and the private sector were also defined.

The third Tokyo International Conference on African Development advanced cooperation between African and Asian developing countries in triangular arrangements.

The development of codes and indicators within the context of the African Peer Review Mechanism contributed to enhancing the technical assessment of economic and corporate governance in Africa. Measuring and monitoring progress towards good governance in Africa was launched and the Economic Policy Stance Index was developed for tracking progress in performance and sustainability of African economies.

National economic capacity was supported in the context of peace-building and post-conflict resolution through the Development for Peace Programme in the Mano River Union countries, the mitigation of economic implications of the conflict in Côte d'Ivoire and a recovery programme for the Great Lakes countries in post-conflict situations.

Analytical information on issues directly relevant to economic recovery in the African region was provided in the magazine *Africa Recovery* and on the Internet.

Implementation rate. The programme is implemented by three offices: the Office of the Special Coordinator for Africa and the Least Developed Countries/Office of the Special Adviser on Africa, the Economic Commission for Africa and the Department of Public Information. The overall implementation rate for the programme was 84 per cent of 136 outputs. (Related tables are accessible in the electronic version of the report.)

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 10)) and in General Assembly resolution 56/253, annex I, paras. 39-41. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

Subprogramme accomplishments

Subprogramme 1
Mobilization of international support and global coordination

10.1 (a) Partnerships between Africa and its development partners were enhanced as a result of the advocacy role played by the subprogramme. The report of the Secretary-General on the evaluation of the United Nations New Agenda for the Development of Africa in the 1990s highlighted lessons to be taken into account in the elaboration of the New Partnership and its recommendations were endorsed by the General Assembly in its resolution 57/7. The Assembly endorsed the New Partnership as the framework for international community support to African development and laid down the areas and modalities for providing such support. Factors such as global economic trends, the fight against terrorism, armed conflicts in Africa, natural disasters and other conflicting priorities need to be considered as they affect support to African development.

(b) Greater awareness and understanding of African development issues by Member States and civil society was attained through regular briefings, reports, development of a database on African NGOs and the web site and was reflected in the high quality of debates at the General Assembly. There was a 66 per cent increase in visits to the web site. The Midday Dialogues fostered civil society's inputs to the final review and appraisal of the United Nations New Agenda for the Development of Africa in the 1990s and were followed by a meeting of civil society and the private sector to discuss their roles in the implementation of the New Partnership. Cooperation was assisted through the wide dissemination of the NGO Directory through CD-ROMs and the Internet.

(c) The final review and appraisal of the United Nations New Agenda for the Development of Africa in the 1990s highlighted the importance of inter-agency coordination in addressing African development. All 13 recommendations on measures to strengthen inter-agency coordination were adopted by the General Assembly in its resolution 57/7. Coordination at the country level was carried out through the United Nations development agenda framework process, at the regional level through the regional consultations of the ECA, organized around thematic clusters, and at the global level by way of the United Nations System Chief Executives Board for Coordination and the Interdepartmental Task Force on Africa of the Office of the Special Adviser on Africa. At two regional consultations, the United Nations agencies organized themselves into five clusters covering the priorities of the New Partnership.

(d) The Office of the Special Adviser on Africa, in its capacity as a co-organizer of the third Tokyo International Conference on African Development, promoted Asia-Africa cooperation in general and triangular cooperation (cooperation between two developing countries supported by a developed country) in particular. The Conference brought together heads of State and Government, ministers, international organizations, the private sector and civil society to mobilize support for African development. A state-of-the-art report on Latin America-Africa cooperation was prepared to form the basis for future discussions to intensify cooperation.

10.2 *Implementation rates.* The above results are based on the implementation of 84 per cent of 91 mandated outputs.

Subprogramme 2
Monitoring, assessment, facilitation and follow-up of the implementation of action programmes for African development

10.3 (a) Implementation of the action programmes and initiatives on Africa include the African Peer Review Mechanism and its codes and indicators, under the leadership of ECA, which has contributed to enhancing the technical assessment of economic and corporate governance in Africa. Sixteen countries acceded to the Mechanism's memorandum of understanding in 2003. Based on the conceptual premises of the Mechanism, a project was launched in 2002 on measuring and monitoring progress towards good governance in Africa covering 28 African countries. The number of countries is a clear indication of the growing acceptance of the notion of good governance by African countries and their commitment to mutual learning, capacity-building and constructive peer dialogue. As part of the preparations for the Commission's *Economic Report on Africa*, ECA developed the Economic Policy Stance Index for tracking progress in the performance and sustainability of African economies and developed a joint programme of work with the Development Assistance Committee of the Organisation for Economic Cooperation and Development on mutual accountability, policy coherence and development effectiveness in response to the request by the Heads of State and Government Implementation Committee on the New Partnership.

(b) Partnerships among stakeholders were facilitated at the regional, subregional and national levels. At the regional level, the annual regional consultations were organized around agendas that were more outcome-oriented. ECA and the UNDP Special Unit for Africa were designated as coordinators for the follow-up actions of the consultative machinery. At the subregional level, enhanced partnership relationships between ECA and the regional economic communities through coordination and facilitation of the collaborative arrangements around priority areas resulted in the signing of memorandums of understanding for subregional forums/special events on the issue of regional integration through the development of transport infrastructure. At the national level, the launching of workshops on governance increased synergy in the preparation of the African governance report. In tracking progress in the performance of African economies measured over time in the *Economic Report on Africa*, two methodological workshops on this theme resulted in a greater harmonization of data used in the *Economic Report on Africa* and the subregional reports, as well as in better coordination of the research activities.

(c) Improved coordination and coherence in the work of United Nations agencies operating in African countries, regional economic communities and intergovernmental organizations was achieved by bringing more focus and purpose in the process of regional consultations among United Nations agencies working in Africa. The two annual regional consultations were outcome-oriented rather than process-driven. At the 2002 consultation, five thematic clusters were established and tasks assigned to the participating United Nations agencies. The 2003 consultation provided the first opportunity to review progress towards bringing more coherence, cohesiveness and complementarity in the collective work of the United Nations system in Africa and to refine the various action plans.

(d) The framework of the annual regional consultations among United Nations agencies operating in Africa has been the key to improving the process of

reporting on and disseminating experiences in the implementation of programmes and initiatives on Africa. Since the establishment of the five United Nations thematic clusters at the 2002 consultative meeting, the key accomplishment in regard to support for the New Partnership was the convening of 10 meetings, strongly supported by electronic discussions and interactions, of some of the clusters and subclusters to report on progress in implementation, share experiences among the participating agencies and fine-tune their various action plans. As part of the work of the clusters, United Nations system agencies assisted the New Partnership secretariat in its continent-wide advocacy campaign by informing stakeholders, including civil society and the private sector, about objectives and goals of the New Partnership and disseminating information on its activities. ECA, in its role as coordinator, assisted the clusters in their collective reporting functions and consolidated cluster reports for the preparation of the report of the Secretary-General on Africa.

(e) The major achievement in strengthening national economic capacity in the context of peace-building and post-conflict resolution was the initiation of the field project on the Development for Peace Programme in the Mano River Union countries. Inter-agency consultations enabled a sharing of ideas and views on the orientation and operational modalities of the United Nations programme of assistance to the Mano River Union peace programme, support for the revitalization of the Mano River Union secretariat, including defining the strategic vision, and support for the strengthening of the capacities of the Mano River Women's Peace Network. ECA undertook a study, at the request of the Economic Community of West African States, on the economic implications of the conflict in Côte d'Ivoire, which sensitized political leaders and decision makers on the devastating implications of conflicts, not only on the economy of the country in conflict, but also on neighbouring countries. Cooperation was strengthened with regional and international partners in the development of a recovery programme for the Great Lakes countries in post-conflict situations, which will lead to an international conference on the Great Lakes in 2004.

10.4 *Implementation rate*. The above results are based on the implementation of 81 per cent of 21 mandated outputs. Four kits were not prepared as the information was provided in reports to the subregional development centres.

Subprogramme 3
Campaign for global awareness of the critical economic situation in Africa

10.5 (a) Analytical information on issues directly relevant to economic recovery in the African region was provided in the magazine *Africa Recovery*, which was produced and disseminated regularly and in a timely manner in English and French. The core audience was a dedicated group of some 33,000 subscribers, including journalists, NGO activists, academics and government or intergovernmental (non-United Nations) personnel, most of them in Africa (30 per cent), North America (52 per cent) and Europe (14 per cent). A 2003 survey showed that for most readers (88 per cent), the information provided was unique, and a significant number (65 per cent of readers) said the material increased their understanding about Africa's priority issues. A 21 per cent increase in use of the web site "Africa Recovery Online" was recorded in 2003. Many major articles were carried on international web sites that were part of wide media networks.

(b) Coverage of in-depth information contributing to economic progress in Africa increased to 20 per cent on United Nations Radio live broadcasts and in United Nations press releases. The major international and national initiatives and events covered were the New Partnership, the Millennium Development Goals and the third Tokyo International Conference on African Development. The Internet sites of the New Partnership and allAfrica.com regularly carry articles from *Africa Recovery*. Special events were staged to bring together international journalists and United Nations spokespersons on Africa.

10.6 *Implementation rate*. The above results are based on the implementation of 88 per cent of 24 mandated outputs.

Section 11A
Trade and development*

Subprogrammes: 1A. Globalization, independence and development; 1B. Development of Africa; 2. Investment, enterprise and technology; 3. International trade; 4. Services infrastructure for development, trade efficiency and human resources development; 5. Least developed countries, landlocked developing countries and small island developing States

Highlights of programme results

The annual *Trade and Development Report* for 2002 and 2003 generated policy reviews in many countries. The identification and analysis of impediments to development contributed to the formulation of appropriate development strategies and to the international debate on the challenges of global economic interdependence; increased media coverage and new requests for advisory services also indicated the increasing usefulness of this major activity. The Project of Technical Support to the Intergovernmental Group of Twenty-four on International Monetary Affairs was independently evaluated as a "remarkable success". The Debt Management Financial Analysis System strengthened the relevant capacity of policy makers in a growing number of developing countries. Capacity-building activities and advisory services led to the reformulation of eight of the Palestinian Authority's policy papers and draft laws relating to customs, debt management, trade facilitation, private sector development and economic analysis and management.

Publications of the United Nations Conference on Trade and Development — with over 3 million downloads in 2003 and a 91 per cent rating as "very useful" in a readership survey — acquired international recognition as key reference materials, especially in the area of foreign direct investment. Investment policy reviews conducted in individual countries led to concrete policy recommendations that were adopted for implementation. In the area of international investment agreements, negotiation rounds facilitated by UNCTAD resulted in 47 bilateral investment treaties. In the area of corporate accounting and reporting, regulatory authorities made ample use of guidelines on environmental accounting and professional qualifications. Further, some 70,000 entrepreneurs in 27 countries were serviced through the technical cooperation project for promoting entrepreneurship (EMPRETEC). The information gateway developed into a leading portal for issues related to science and technology for development.

There was an increase in the number and quality of proposals submitted by developing countries under the WTO Doha work programme. The Trade Analysis Information System provided the necessary information for individual

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 11A)) and in General Assembly resolution 56/253, annex I, para. 42. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

member Governments to adopt the best informed policy stance. Through UNCTAD expertise, developing countries increasingly revitalized their commodities sector for sustainable development and diversification. For instance, two commodity exchanges created in India reached turnovers of about $30 billion. Eight developing countries were supported in revising and adopting national competition legislation.

The annual *E-Commerce Development Report* and *Reviews of Maritime Transport* enhanced understanding among policy makers in the field of e-commerce and related information and communication technologies applications, transport and trade facilitation. Meetings and conferences on strategies fostered dialogue and understanding and led to consensus in those areas. They assisted developing countries in developing their national capacities and preparing for relevant international economic negotiations. There was an increase in trade efficiency and in the number of Automated System for Customs Data projects through self-financing by developing countries themselves, which led to an increase in revenue for national Governments, in some cases by 10 to 15 per cent. An independent evaluation of the Advance Cargo Information System reported significant improvements in operational performance, especially in the reduction of transit time and transport cost savings. Trade facilitation projects reduced trade transaction costs in a number of countries. The World Trade Points Federation strengthened its position as a global business facilitator. Targeted training strengthened capacities in developing and least developing countries in international trade, trade related services, investment and training. The application of distance learning tools increased outreach activities and the training of local trainers enhanced results and sustainability.

The *2002 Least Developed Countries Report* proposed an alternative approach to designing poverty reduction strategies that was well appreciated by Member States in its impact on the formulation and implementation of national policies and priorities in least developed countries. The adoption by the International Ministerial Conference of the Almaty Programme of Action: Addressing the Special Needs of Landlocked Developing Countries within a New Global Framework for Transit Transport Cooperation for Landlocked and Transit Developing Countries should foster the implementation of agreed measures and initiate new activities in transit transport cooperation. Vulnerability profiles for least-developed small island developing States near the graduation borders were possible through the successful implementation of economic aspects of the Barbados Programme of Action for the Sustainable Development of Small Island Developing States.

Implementation rate. The above results are based on implementing 82 per cent of 1,013 mandated outputs, taking into account that 75 of them were postponed and 109 terminated, including 22 terminated by legislation and 11 owing to a shortage of extrabudgetary funding. (Related tables are accessible in the electronic version of the report.)

UNCTAD programme results are set out in greater detail in the programme assessment report (UNCTAD/EDM/2004/1). (This document is accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1A
Globalization, independence and development

1A.1 (a) The ability of policy makers to design appropriate policies and strategies related to the evolution and management of globalization was enhanced through the reports of the Trade and Development Board, which were commended by Board members for their useful analysis and policy advice, especially on domestic policies for income growth and poverty reduction. The number of articles in the international press exceeded the target of 144 and monthly Internet downloads increased by 40 per cent, to 40,500. Requests for publications and information reached 1,200. An evaluation of the Project of Technical Support to the Intergovernmental Group of Twenty-four on International Monetary Affairs pointed to the "remarkable success" of the project in sustaining a developing-country agenda for international monetary reform. Country coverage of analytical work should be expanded. Its impact should be enhanced through effective dissemination, especially via the web site, of publications containing research findings and policy proposals.

(b) The efficient management of debt through the utilization of the Debt Management Financial Analysis System by developing countries was enhanced, as evidenced by the increased number of participants in it: from 78 to 91 in 62 countries, exceeding the biennial target of 85 institutions. An addition of 15 more institutions in 10 new and 5 existing client countries was under way at the end of 2003. Enhanced knowledge and use of the System was achieved through the training of about 500 participants on various aspects of debt management in Africa jointly with regional organizations and UNDP. The System's work plan will improve assistance to the client institutions and increase the efficient use of the System.

(c) The capacity of the Palestinian Authority to take appropriate measures in the areas of trade policy, trade facilitation, financial management and development strategies was strengthened by the programme of technical cooperation, notwithstanding adverse field conditions. Members of the Trade and Development Board commended UNCTAD for its efforts in this area and endorsed the key themes and policy proposals emerging from research and analysis. Capacity-building and advisory services led to the reformulation of eight of the Palestinian Authority's policy papers and draft laws relating to customs, debt management, trade facilitation, private-sector development and economic analysis and management. Further enhancement of the programme's effectiveness would require the commitment and cooperation of all Member States in providing adequate resources and technical assistance and facilitating official missions.

(d) The quality, accessibility and availability of information and data as the basis for economic and financial analysis and policy-making was improved through the redesign of the UNCTAD web site and the wider dissemination of statistical data through the web site. That led to an increase in the number of requests for online access to UNCTAD databases. The UNCTAD handbook of online statistics recorded some 12,700 registered users and the Adobe portable document file (PDF) version was downloaded monthly at a rate of 10,000 in 2002 and 2003. The UNCTAD web site had 138 million hits from all regions and 9.7 million downloads. Users of the online library accessed over 50,000 specialized publications and working papers, 1,000 specialized periodicals and 500 newspapers. It was necessary to strengthen

the management of the web site and to systematically update databases in languages along with consolidating the knowledge network with academia.

11A.2 *Implementation rate*. The above results are based on the implementation of 62 per cent of 203 mandated outputs. This takes into account the postponement of 27 and the termination of 51, including 8 for legislative reasons and 4 owing to a shortage of extrabudgetary funding. Contributing factors included a heavy calendar of preparatory meetings for the eleventh session of the Conference and additional assignments, as well as requests from the Trade and Development Board for ad hoc analyses of current events in the world economy.

Subprogramme 1B
Development of Africa

11A.3 Increased understanding of the problems faced by Africa in the areas of trade, financial flows, debt, structural adjustment and supply capacity was facilitated by an analytical study, which generated increased interest in adjustment policies and their impact on development and poverty reduction. The study was cited widely in the international press as well as by NGOs and the Chairman of the Panel of Eminent Personalities for the Final Review and Appraisal of the Implementation of the United Nations New Agenda for the Development of Africa in the 1990s. Discussion of the study by the Trade and Development Board led to the adoption of agreed conclusions on the issue of Africa relating to ownership and conditionality as well as the content of macroeconomic policies. More timely availability of the French version of the study would have increased its impact considerably.

11A.4 *Implementation rate*. The above results are based on the implementation of 93 per cent of 41 mandated outputs.

Subprogramme 2
Investment, enterprise and technology

11A.5 (a) Understanding and consensus on policy choices and emerging issues related to international investment and financial flows were enhanced through UNCTAD publications and its web site. Online readership surveys showed that 91 per cent of readers in 60 countries rated UNCTAD publications as being "very useful" in their work, meeting the target of 90 per cent. Some 530 newspaper articles and 52 radio and television stations in 95 countries featured the "World Investment Report 2003" in their programming, with 37 interviews broadcast in 18 countries. Some 77 per cent of end-users rated the publication as "excellent". It was downloaded over 800,000 times between September and December 2003. Over 3,000 registered users accessed the foreign direct investment online database. Some 97 per cent of the readers rated the analyses of foreign direct investment trends and statistics as being "most useful". To capitalize on these achievements, mechanisms would be established, aside from readership surveys, so as to better assess policy makers' understanding of investment-related issues and policies along with more intensive training for national policy makers on issues related to foreign direct investment and wider dissemination of analytical papers through the Internet and via CD-ROM.

(b) The ability of policy makers to design appropriate policies and strategies to attract and benefit from foreign direct investment and technology transfer was improved through investment policy reviews carried out in targeted countries, which

enhanced the ability of their policy makers to design policies that were endorsed by their Governments for implementation. Based on the recommendations of the reviews, six Governments took measures to attract foreign direct investment, including using the reviews as a tool for designing policies on foreign direct investment. The provision of advisory services on investment and training, especially through the regional workshops, enhanced capacity-building programmes in recipient countries and assisted client Governments in strengthening their investment promotion institutions. The effectiveness of the investment policy reviews and other investment promotion activities could be improved through better monitoring of follow-up activities.

(c) The ability of developing countries and countries with economies in transition to formulate and implement sound enterprise development and technology policies was enhanced by satisfying requests from several Governments for advisory services on business linkages between small and medium-sized enterprises, improved access to financing by small and medium-sized enterprises and other enterprise development advice. The information gateway for the Science and Technology for Development Network (StDev, at http://stdev.unctad.org) on activities related to science and technology for development within and outside the United Nations system received on average 6,800 hits per month. The Science and Technology Diplomacy initiative (involving four interactive policy dialogues and 300 participants) enhanced the ability of experts from developing countries to make informed decisions while participating in related international negotiations. The number of countries that have implemented recommendations of the Commission on Science and Technology for Development increased from 20 to 26. Efforts will be made to expand further collaboration with other United Nations agencies.

(d) The entrepreneurship of some 70,000 clients in 27 countries was strengthened through the technical cooperation project for promoting entrepreneurship (EMPRETEC) and follow-up support. Programmes in five countries became fully operationalized and South-South cooperation was increased through assistance provided to less developed EMPRETEC programmes in Africa. Participation of all EMPRETEC centres in preparation for the eleventh session of the Conference increased.

(e) Transparency, reliability and comparability of corporate accounting and reporting, as well as corporate governance in developing countries, were increased and improved, as evidenced by the survey on the use of the UNCTAD International Standards of Accounting and Reporting and model accounting curriculum. Some 20 countries either incorporated or are considering incorporating the Standards into their national educational programmes. Experts from developing countries and countries with economies in transition welcomed the guidance provided on corporate governance disclosure to allow their economies to mobilize international and domestic investment. Improved tracking of the implementation of the Standards recommendations was needed.

11A.6 *Implementation rate*. The above results are based on the implementation of 94 per cent of 294 mandated outputs.

Subprogramme 3
International trade

11A.7 (a) Assistance in strengthening the capacity of developing countries and countries with economies in transition to formulate and implement policies and strategies aimed at deriving maximum benefit from international trade and multilateral trade negotiations contributed to an increase in the number and quality of proposals submitted by developing countries under the WTO Doha work programme. Developing countries submitted 88 proposals on the review of special and differential treatment. Developing countries or developing country groups submitted 43 out of 107 proposals on agriculture negotiations, 23 out of 39 in services negotiations and 15 out of 21 in negotiations on non-agriculture market access modalities. In-house and inter-agency coordination and collaboration enhanced the impact and efficiency of support activities and should be further strengthened.

(b) Awareness of factors underlying developments in international trade and of the impact of trade policies was increased as several developing countries and groups of developing countries were assisted in actively participating in WTO negotiations and submitting specific proposals, in particular in non-agricultural products. Responses were provided to more than 50 external requests for tailor-made tabulations. Analytical studies on the impact of international trade policies were disseminated globally through various channels. Economists, trade negotiators and policy makers are using the Trade Analysis Information System data for policy formulation and trade negotiations, with over 1,000 licences issued to access the System through the Internet. The research and analytical work resulted in the provision of the best possible information, which allowed individual member Governments to make the best informed decisions about their policy stance.

(c) The contribution of the commodity sector to sustainable development and economic diversification was increased as developing countries are increasingly demanding and utilizing UNCTAD expertise in revitalizing their commodities sector for sustainable development and diversification, including on commodity risk management and financial instruments. Two commodity exchanges, created in India, reached a turnover of about $30 billion in 2003. Greater attention was given to the countries that benefited from UNCTAD assistance to increasing the role of the private sector in agriculture and agro-industry. The Infocomm web site is by far the most visited of the specialized subsites of UNCTAD, indicative of the growing utilization of UNCTAD documentation by countries. At its fifty-eighth session, the General Assembly adopted resolution 58/204 of 23 December 2003 on commodities, which manifested heightened attention to the commodity sector.

(d) The capacity of developing countries and countries in transition for dealing with competition and consumer protection issues was increased as a large number of developing countries and countries in transition were assisted in preparing competition laws and in capacity-building with respect to competition and consumer protection issues. Eight developing countries achieved the most progress in the preparation or adoption, revision and implementation of national competition legislation. Countries appreciated the practical value and impact of policy recommendations and information in the area of competition law and policy and consumer protection, including through the work of the Intergovernmental Group of Experts on Competition Law and Policy; replies received to questionnaires showed

high appreciation of the documentation by participants in the meetings. The participation of developing countries and countries in transition in the WTO negotiations under the Doha work programme in respect of trade and competition policy issues was greatly facilitated through capacity-building activities. Cooperation with other organizations in the field of competition law and policy, including WTO in terms of the Doha mandate, had been useful and would be continued.

(e) The awareness and ability of developing countries to develop mutually supportive trade was increased within the scope of paragraphs 31 and 32 of the Doha Ministerial Declaration, as evidenced by their effective participation in intergovernmental meetings at UNCTAD, WTO and during the 2002 review of progress since the United Nations Conference on Environment and Development. The awareness of developing countries of environmental requirements in destination markets was also increased and strengthened. The launching of a new series entitled "Trade and Environment Review" strengthened and mainstreamed policy analysis undertaken by the UNCTAD secretariat.

(f) The capacity of countries to accede to WTO was enhanced as three countries, including two least developed countries, completed accession to WTO and instituted significant trade policy and legislative reforms in full conformity with WTO agreements as documented, for instance, in the report of the Working Party. Four countries reached the advance stage of accession and four others reached the medium stage. In view of the complex and costly accession procedures, the General Council of WTO adopted guidelines to facilitate and accelerate the accession of least developed countries, a widely welcomed positive and forward-looking measure in the Doha negotiations. The effectiveness of UNCTAD support to the least developed countries could be greater if the turnover of officials in national accession negotiation teams remained low. UNCTAD continued to seek, through intergovernmental deliberations and consensus-building, clear and objective rules and disciplines for accession procedures.

11A.8 *Implementation rate*. The above results are based on the implementation of 87 per cent of 278 mandated outputs.

Subprogramme 4
Services infrastructure for development, trade efficiency and human resources development

11A.9 (a) Increased understanding among practitioners and policy makers on the implications of the growth of the digital economy for developing countries and the options available to them, including practical proposals for maximizing the contribution of e-commerce to economic and social development, was achieved through the production of the annual *E-Commerce Development Report*. Furthermore, the annual *Review of Maritime Transport* enhanced understanding among policy makers and researchers with its comprehensive statistics and information on maritime services, as evidenced by the results of a readership survey that highly rated the *Review* for its comprehensiveness. The reports registered downloads of 74,000 and 344,300 respectively. Targeted meetings and conferences (such as the specialized expert meetings and the high-level regional conferences on e-strategies) fostered dialogue and understanding and led to consensus in the above areas and helped developing countries to prepare for international economic

meetings and multilateral negotiations. The process also helped in the implementation of trade facilitation measures. There was a need to develop other mechanisms for getting feedback, including from online users and Governments.

(b) Improvement in the efficiency of the trade-supporting services of developing countries and countries with economies in transition benefiting from technical cooperation activities in areas such as transport, trade facilitation, customs, logistics and electronic commerce was realized through an increase in the number of Automated System for Customs Data projects, which enhanced self-financing efforts in developing countries. That led to the enhancement of transparency and good governance, as well as to an increase in revenue for national Governments, in some cases by as much as 15 per cent, as confirmed by IMF and the World Bank surveys. An independent evaluation of the Advance Cargo Information System in five railways and two ports in East Africa reported significant improvements in operational performance, especially in the reduction of transit time, from 15 to 3 days. The World Trade Point Federation increased its operation with 127 trade points in 91 countries and strengthened its position as a global business facilitator, as evidenced by an increase of 23 new government requests for the establishment of trade points during the biennium.

(c) Enhancements in human resources development were achieved through targeted training to strengthen capacity in least developed countries in international trade, trade-related services, investment and training. A total of 37 seminars were conducted in 18 countries in Africa, Asia, Latin America and Europe, including 10 least developed countries in Africa and Asia. Distance learning tools were developed, which increased outreach to a larger number of men and women participants in the developing countries. Systematic evaluations of the seminars on key issues on the international economic agenda confirmed that participants had enhanced their expertise in multilateral trade negotiations. The strategy to train local trainers and to set up national pedagogical steering committees increased the impact potential as 85 per cent of the trained trainers carried out training courses. A subregional approach was required to ensure the sustainability of the seminars; the extension to regional groupings and institutions of the activities under the TrainForTrade Programme would ensure the achievement of the desired impact.

11A.10 *Implementation rate*. The above results are based on the implementation of 79 per cent of 110 mandated outputs, of which 10 were postponed mainly for programmatic reasons and 13 were terminated (6 by legislation, 5 for a shortage of extrabudgetary funding and 2 for programmatic reasons). Preparatory meetings and additional work assignments for the eleventh session of the Conference impacted the implementation of the work programme.

Subprogramme 5
Least developed countries, landlocked developing countries and small island developing States

11A.11 (a) Understanding in least developed countries on policy requirements to achieve beneficial integration and participation in the global economy and international trading system was enhanced through the *Least Developed Country Report*, which provided international comparative analyses of poverty in least developed countries, based on a new set of poverty estimates, and showed that extreme poverty was pervasive and persistent in most least developed countries, as

they were caught in an international poverty trap. An alternative approach was proposed for the design of poverty reduction strategies with a more supportive international environment, which was appreciated by Member States at the Trade and Development Board as an important tool in the formulation and effective implementation of national policies and priorities in least developed countries. More than 100 international and national newspapers, journals and magazines gave extensive coverage to the launch of the *Report*, which was downloaded 129,071 times in English and 81,357 times in French. Reports on the effective benefits derived from least developed country status and issues on the graduation of least developed countries were also noted by Member States as useful for policy-making at the national, regional and global levels. Through the Integrated Framework for Trade-Related Technical Assistance to Least Developed Countries, a number of countries benefited from policy advice through the Diagnostic Trade Integration Study.

(b) Further progress was made in the implementation of the Global Framework for Transit Transport Cooperation between Landlocked and Transit Developing Countries and the Donor Community as evidenced by the adoption of the Almaty Programme of Action: Addressing the Special Needs of Landlocked Developing Countries Within a New Global Framework for Transit Transport Cooperation for Landlocked and Transit Developing Countries. More efforts were needed at the regional and national levels to alleviate the transport problems faced by landlocked developing countries by mobilizing and involving all stakeholders and practitioners to speed up the implementation of measures already agreed upon and initiating new activities.

(c) Progress was made in preventing the marginalization of small island developing States from the global economy through the successful implementation of economic aspects of the Barbados Programme of Action for the Sustainable Development of Small Island Developing States, as evidenced by the preparation of vulnerability profiles for least-developed small island developing States that are near the graduation borders; substantive support to various intergovernmental forums dealing with small island developing States; and increased participation in the work of the Inter-Agency Task Force for the International Meeting to Review the Implementation of the Programme of Action for the Sustainable Development of Small Island Developing States. Despite efforts by UNCTAD to highlight the island-specific vulnerability of the small island developing States, little progress had been made towards the special treatment of small island developing States in the multilateral trade system.

11A.12 *Implementation rate*. The above results are based on the implementation of 70 per cent of 87 mandated outputs, of which 23 were terminated for legislative reasons. As a result of the transfer of activities from the subprogramme to the Office of the High Representative for the Least Developed Countries, Landlocked Countries and Small Island Developing States, the substantive servicing of the General Assembly on issues related to least developed countries, landlocked developing countries and small island developing States became part of the terms of reference of the Office of the High Representative. The transfer also resulted in some activities taking place only once instead of twice a year as planned and some outputs, such as booklets and technical material, were discontinued.

Section 11B
International Trade Centre UNCTAD/WTO*

Highlights of programme results

A record 9 buyer/seller meetings as well as networking events were organized in Africa in 2003 through the ITC South-South Trade Promotion Programme. These covered the textiles and clothing, publishing and printing and business and professional services sectors and, under the Buying from Africa for Africa initiative, the relief and aid procurement market. A total of 48 enterprises from 4 countries attended a Central Asia business meeting. All participants covered their own costs. All resulted in an encouraging level of commercial spin-off.

Through a combination of its programmes, ITC facilitated the integration of developing/transition economies into the multilateral trading system. Increased effectiveness of business advocacy was achieved through the conduct of eight regional consultations entitled "Business for Cancun". Following the Fifth Ministerial Conference of the World Trade Organization, held in Cancun, Mexico, action plans were developed to maintain these series of regional consultations under the title "Business for Development". Membership in the World Trade Net Programme increased to 50 as 6 new countries joined the global network. Technical support was extended through a combination of information dissemination and field-level consultation.

Extensive support was also provided to developing and transition economies in the design of national and sector-level export strategies. Work continued to refine and reinforce the existing approach of ITC to strategy design. An additional 15 countries approached ITC to collaborate in the development of a national export strategy. Support to six of those countries has been incorporated into new national technical cooperation projects. A programme of national export strategy development had begun in partnership with public-private sector strategy design teams in four countries. The continuing eight partner countries in the Joint Integrated Technical Assistance Programme received assistance while the Programme expanded to eight new partners. In the context of the multi-agency Integrated Framework for Technical Assistance to Support Trade-related Activities in Least Developed Countries and in direct follow-up to the Diagnostic Trade Integration Studies, ITC implemented national-level projects in the Gambia (sector-specific microprojects in the horticultural, fisheries and tourism sectors), Mauritania (institution strengthening and trade information under financing from Italy), the United Republic of Tanzania (formulation of sector strategies for the horticultural and fish sectors, improving the trade information network and capacity-building support to institutional committees) and Uganda (assistance to the silk sector, preparation of a national export strategy and support to the inter-institutional committee and WTO trainer

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6/Add.1 (Sect. 11B)). (This document is accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs refer to the corresponding expected accomplishments in the budget tables.

network). Subsequent to the completion of the Diagnostic Trade Integration Studies, project design work was also carried out in four more countries. In partnership with the Agence Intergouvernementale de la Francophonie, support was provided to 12 African least developed countries to participate in the Integrated Framework.

Extensive market research and industry consultation was undertaken in product sectors of greatest common interest to developing countries. Considerable attention was focused on subsectors with prospects for high value addition. ITC intensified its support to the export of services (primarily on a South-South axis). Industry-specific support tools were developed. ITC upgraded its capacity to provide online information and advisory services to specific sectors. This resulted in a better understanding and knowledge of the global market for specific product sectors of interest to a large number of small and medium-sized enterprises in the developing world.

The ITC programme of direct support for export-oriented enterprises involved a combination of activities ranging from awareness-building and advice on market development opportunities to direct training of enterprise personnel to the development of competitiveness enhancement and benchmarking tools for use by the export-oriented entrepreneur. The Programme for Competitiveness Improvement of Small and Medium-sized Enterprises, which was completed and evaluated in 2003, resulted in approximately 100 trade support institutions in over 70 countries preparing over 120 adaptations of ITC tools and guides for small and medium-sized enterprises.

Implementation rate: The above results are based on the implementation of 95 per cent of 192 mandated outputs. (Related tables are accessible in the electronic version of the report.) The results of ITC are set out in greater detail in its *Annual Report 2002* and *Annual Report 2003*. (These documents are accessible in the electronic version of the report.)

Programme accomplishments

Operational aspects of trade promotion and export development

11B.1 (a) National core expertise in multilateral trading system issues that involves a good understanding of product and market reality and potential was established by the increase in the number (from 39 to 45) of countries participating in the World Trade Net Programme as well as by increased dialogue between the public and private sectors on multilateral trading system-related issues. Awareness of the private sector in many developing and transition economies about the implications of the multilateral trading system and existing commitments and obligations, including about relevant responses launched at the sectoral and enterprise levels, was enhanced as World Trade Net reached a total of 800 online newsletter subscribers, which exceeded the baseline of 600. The integration of the enterprise sector into the multilateral trading system was facilitated through the coordination of field-level support with UNCTAD as well as through the design and implementation of relevant sector-level export development strategies that reflected market entry conditions and commercial opportunities generated by changes in the multilateral trading system.

(b) Trade development strategies that take into account supply capacities, international demand and best practices were formulated through the Joint Integrated Technical Assistance Programme and the capacity of member countries was strengthened to enable them to formulate export strategies through the adoption of ITC market analysis tools and methodologies. This led to an increase, from 2 to 17, in the Joint Integrated Technical Assistance Programme sectoral strategies in 10 African countries, which further strengthened active cooperation between the public and private sectors in the development of national and sectoral-level strategies, as evidenced by 50 supply and demand surveys undertaken by the South-South Trade Promotion Programme, compared with 36 in the previous biennium. There was a need for the continuous monitoring of strategies at the national and sectoral levels and the development of databases that are accessible to strategy developers.

(c) National trade support institutions providing business development and competitiveness enhancement services to the business community were strengthened through the provision of direct assistance to a large number of trade support institutions, based on their indicators of success and services to the business community. The network approach of ITC in strengthening national trade support institutions led to an increase in the number of female entrepreneurs (45 per cent of 200 participants in 2003, compared with 38 per cent of 50 in 2002) who participated in workshops organized through a Latin America regional project.

(d) Trade performance in selected product and service sectors was improved through the application of a generic value-chain approach in the garment sector and the reinforcement of this methodology with sector-specific tools such as the garment sector benchmarking tool and others. This was achieved by focusing technical assistance services on support for the export needs of small and medium-sized enterprises and those sectors where the greatest potential existed for long-term improvement in export performance in value and value-added terms and where there were meaningful opportunities in international markets, as well as sectors whose performance had the greatest developmental impact on the country as a whole.

(e) The entrepreneurship skills for exports and competitiveness at the enterprise level increased as a result of fostering the product-network approach, which is the backbone of ITC direct support for enterprise competitiveness. It targeted members of the national trade support network and enterprise managers and contributed to enhancing the competitiveness of individual firms. The product-network approach also increased the skill level of experts and export managers, involved the development of technical assistance products (such as decision-support, self-assessment and benchmarking tools, guides, information aids and databases) relating to specific issues and constraints that hamper enterprise competitiveness at the national level. The formation of national partnerships with specific members of the national trade support networks facilitated the application of these generic tools to national circumstances and making them available to the business community. Monitoring and feedback mechanisms for new ideas and products need improvement.

11B.2 *Implementation rate*. The above results are based on the implementation of 95 per cent of 192 mandated outputs.

Section 12
Environment*

Subprogrammes: 1. Environmental assessment and early warning; 2. Policy development and law; 3. Policy implementation; 4. Technology, industry and economics; 5. Regional cooperation and representation; 6. Environmental conventions; 7. Communications and public information

Highlights of programme results

Improved global, regional and thematic assessments of the state of the environment targeted at decision makers and the scientific community were produced in collaboration with a strengthened network of partners now encompassing more than 250 institutions worldwide, and accessibility to environmental assessments and environmental data was improved through the use of the Internet-based technologies.

Laws and regulations for environmental protection and sustainable development at the national level were enhanced and international cooperation to improve the environment was increased through 15 regional and multilateral environmental agreements signed or ratified by 241 countries.

Awareness was increased among decision makers in national Governments, local authorities and industry with regard to cleaner production and sustainable consumption practices, the use of renewable energy technologies and other environmentally sound technologies. In addition, there was increased participation by industry in the adoption of voluntary standards that take into account environmental considerations, i.e., through a partnership with some 300 financial and insurance institutions worldwide.

A total of 140 Governments were supported in the implementation of multilateral environmental agreements through policy advice provided by regional offices in cooperation with United Nations organizations and convention secretariats, and interlinkages among environmental conventions were enhanced, particularly with regard to harmonized reporting. In addition, the United Nations Environment Programme enhanced capacity for compliance with and enforcement of provisions of environmental conventions through the review, development and implementation of national biodiversity strategies and action plans and the provision of assistance to over 120 countries in developing national biodiversity frameworks.

Awareness increased among Governments, civil society and other institutions of environmental issues and UNEP activities, primarily through the dissemination of information materials through media networks.

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 12)) and in General Assembly resolution 56/253, annex I, paras. 43-46. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

Implementation rate. The above results are based on the implementation of 90 per cent of 645 mandated outputs. (Related tables are accessible in the electronic version of the report.) For more details see the UNEP 2002 annual evaluation report and other evaluations. (These documents are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Environmental assessment and early warning

12.1 (a) Discussions among national and international policy makers were enhanced through the provision of UNEP assessments and their incorporation into at least 10 preparatory papers for policy and action initiatives of the United Nations and partner organizations at the global, regional and subregional levels. Media citations, in the popular press as well as scientific journals, of the UNEP assessment findings and early warning recommendations exceeded the target by 50 per cent. Ways would be sought to meet the increasing number of requests received from Governments for UNEP assessments.

(b) The programme strengthened its network of partners, with more than 250 institutions worldwide participating in the UNEP global collaborative assessment framework and supporting data generation as well as in undertaking analytical modelling and specific assessments, such as the Global Environment Outlook process and the global and regional information and data network established in 88 centres, including the UNEP Global Environment Exchange Network (INFOTERRA), with 176 established focal points. More efforts were needed to enhance the dissemination of UNEP information products to the general public.

(c) Increased attention was given to the mainstreaming of gender issues into the UNEP programme of work through the incorporation of environmental assessment information and gender dimension outcomes into the work programme. More efforts needed to be made in reviewing the approaches and practices applied by UNEP in mainstreaming gender issues so as to make further improvements in providing appropriate recommendations to Governments, taking into consideration the benefits inherent in the programme's South-South and North-South cooperation, partnerships and networking and the enhanced capacities of national and regional institutions to carry out assessments and supportive data management as a result of the capacity-building efforts of UNEP.

12.2 *Implementation rate*. The above results are based on the implementation of 89 per cent of 46 mandated outputs.

Subprogramme 2
Policy development and law

12.3 (a) Assistance was provided to Governments in developing and continuing to enhance laws and regulations for environmental protection and sustainable development, including the integration of gender dimensions in the governmental and intergovernmental decision-making process, as evidenced by ministerial

statements and ad hoc reviews of national legislation and advisory services. Furthermore, the enhancement of gender issues was achieved through the publication of a new guidebook on women and the environment and feedback from women's groups indicating an increasing level of satisfaction with UNEP gender work.

(b) Wider acceptance by Governments of the development and adoption of mutually supportive legal, social, economic and trade instruments was promoted by UNEP, which supported the negotiation of major global and regional environmental conventions through the provision of legal advice to Governments, as evidenced by the total count of 241 countries that had signed or ratified 15 global and regional international environmental legal instruments.

(c) Support provided to the negotiation of the Rotterdam Convention on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade and the Stockholm Conventions on Persistent Organic Pollutants, the Cartagena Protocol on Biosafety, the Association of South-East Asian Nations Agreement on Transboundary Haze Pollution, the Protocol on Shared Watercourse Systems in the Southern African Development Community region and the Protocol Amending the Andean Subregional Integration Agreement (Cartagena Agreement) contributed significantly to promoting successful international cooperation to improve the environment through regional and multilateral agreements.

(d) The programme facilitated the participation of civil society in the annual Global Civil Society Forum, which preceded the twenty-second session of the UNEP Governing Council, as well as in six additional regional civil society forums, which led to the incorporation of their key statements into the decisions of the Governing Council and presented at the eighth special session of the Governing Council/Global Ministerial Environment Forum. Further opportunities needed to be enhanced to ensure that future inputs of civil society continued to be incorporated into the intergovernmental decision-making process.

(e) Two new strategic environmental law programmes were established for the first decade of the millennium, thereby strengthening the rule of law and environmental governance. These programmes aimed at mobilizing and empowering the global judiciary to engage in the promotion of the principles of sustainable development access to judicial decision-making. Public awareness of these programmes was enhanced through the organization of seven regional meetings of chief justices and the development of training materials as well as in the establishment of a UNEP advisory group of chief justices from around the world to advise UNEP on country-level implementation of judicial capacity-building programmes.

12.4 *Implementation rate*. The above results are based on the implementation of 87 per cent of 47 mandated outputs.

Subprogramme 3
Policy implementation

12.5 (a) The knowledge base, expertise and management tools for implementing environmental policy and environmental management by Governments, experts and institutions was enhanced through the adoption of a four-pronged systematic

approach to the provision of assistance to the 28 countries. This involved the organization of 70 regional and national training courses for policy makers, enforcement officers, judges and journalists; the provision of advisory services and assistance to 97 Governments to enable them to establish environmental management institutions; and the enhancement of learning through the publication of national and international judicial decisions on environmental management. These efforts had a positive impact on policy-making and the enforcement of environment policies as well as on the teaching of environmental law in schools and universities, as evidenced by the establishment of national environmental management authorities in 90 per cent of the African countries assisted.

(b) The capacity of Governments to enforce compliance with relevant multilateral environmental agreements was enhanced through the publication of the Guidelines on Compliance with and Enforcement of Multilateral Environmental Agreements. The Guidelines contributed to raising the awareness of Governments to the weaknesses and gaps existing in their current arrangements and laws relating to implementing and enforcing multilateral environmental agreements.

(c) The capacity of Governments to prepare for, respond to and mitigate environmental emergency situations was promoted, in particular regarding post-conflict situations, including the enhancement of emergency response networks in collaboration with the Office for the Coordination of Humanitarian Affairs. Assistance to regions and Governments was provided to build emergency-response capacity regarding specific emergencies, including the provision of organized technical and other services for response preparedness. Post-conflict assessment missions undertaken in Afghanistan, Iraq, Serbia and Montenegro, and Palestine, as well as desk studies undertaken in Iraq and Palestine, increased the responsiveness of the world community to the ramifications of war on the environment. The undertaking of 11 assessment missions on emergency response and post-conflict assessment improved the coordination efforts of Governments in this area and raised their awareness about the recurrence of similar situations, as evidenced by the 17 Governments that had put in place necessary arrangements with UNEP.

(d) Following the programme of work adopted at the Global Programme of Action for the Protection of the Marine Environment from Land-based Activities Inter-Governmental Review meeting 2001, UNEP enhanced the capacity of Governments, as well as regional and local authorities and other stakeholders, to implement the Global Programme of Action through the publication of 10 key principles and associated guidelines on municipal wastewater management, guidelines in support of Integrated Coastal Area and River Basin Management and a Handbook on national programmes of action to further the implementation of the Global Programme of Action. Regional workshops on municipal wastewater, physical alteration and destruction of habitats and the Integrated Coastal Area and River Basin Management with various stakeholders discussed illustrative cases and socio-economic desk studies and prioritized further action required. On addressing the discharge of untreated wastewater as a major pollution source category, a Global Programme of Action training module on municipal wastewater management in coastal cities was developed and delivered twice in East Africa to build capacity among national and local-level decision makers. Some 17 countries worldwide were assisted directly in developing and/or implementing their respective national programmes of action. Two regional Global Programme of Action meetings, as well as contributions made to international forums like the twenty-second session of the

Governing Council, the eleventh session of the Commission on Sustainable Development and the Open-Ended Informal Consultative Process on Ocean Affairs, further contributed to raising the awareness of Governments of the implementation of the Global Programme of Action and how that contributed to achieving the targets of the Plan of Implementation of the World Summit on Sustainable Development.

(e) The participation of women in environmental planning and management was enhanced by the implementation of two projects in Africa and the South Pacific on empowering women in water resources management, using rainwater harvesting as an example. Implemented capacity-building programmes in the rural areas of South Asia empowered women to identify their needs in water and energy, which should help them in reducing drudgery, improving productivity and widening the options for more productive and useful time allocation.

12.6 *Implementation rate*. The above results are based on the implementation of 76 per cent of 49 mandated outputs, of which 3 were postponed for programmatic reasons and 9 were terminated owing to a shortage of extrabudgetary resources.

Subprogramme 4
Technology, industry and economics

12.7 (a) Achievements in promoting increased awareness of decision makers in national Governments, regional and local authorities, finance and industry, as well as the public at large, towards sustainable production and consumption patterns was evidenced by more than 1,000 participants in high-level seminars, regional round tables and meetings from over 80 countries representing several stakeholder groups. At least two Governments formulated national policies and over 8,000 individuals were trained through a joint UNEP/UNIDO/Internationale Weiterbildung und Entwicklung GmbH capacity-building project. National cleaner production centres continued to be established under this project.

(b) The ability of decision makers in Government and the private sector to understand better the link between energy choices and broader sustainable development issues was enhanced through the introduction and use of renewable energy technologies and other raw materials at the national level, with emphasis placed on building human capacities and increasing opportunities for development and reducing the harmful effects of energy production and use.

(c) The awareness of decision makers in Government and the private sector of the Secretary-General's Global Compact initiative, a voluntary effort to advance nine principles taken from international agreements, including the 1992 Rio Declaration on Environment and Development, was enhanced. UNEP further enhanced the ability of both public- and private-sector actors to monitor progress towards implementing the Global Compact principles and to report on their use of natural resources and their environmental and social performance by promoting the use of standard reporting indicators developed under the auspices of the Global Reporting Initiative.

(d) The ability of decision makers in the private sector and Government to integrate environmental considerations in their trade and investment policies, planning processes and macroeconomic policies was enhanced. This was achieved through a partnership with some 300 finance and insurance institutions worldwide,

setting voluntary standards for the industry. The latter relied on capacity-building activities for public authorities, with a focus on developing countries and countries with economies in transition.

(e) The ability of decision makers in Government and the private sector to adopt environmentally sound technologies into their trade and investment policies, with a focus on local-level actors, was enhanced by having facilitated the development of eight regional networks collaborating in sharing information, knowledge and resources. Increasing focus on capacity-building in this work is envisaged for the near future.

(f) The promotion of increased adherence by Governments and international organizations to the goals of the International Declaration on Cleaner Production led to the signing of the Declaration by a total of 140 senior representatives, including 7 national Governments, 6 provincial/local governments, 67 companies and 57 industry associations, as well as academia and national and international organizations. More efforts would be needed to facilitate the signing and implementation of the six principles of the Declaration.

12.8 *Implementation rate*. The above results are based on the implementation of 83 per cent of 131 mandated outputs, of which 8 were postponed for programmatic reasons and 14 were terminated owing to a shortage of extrabudgetary resources.

Subprogramme 5
Regional cooperation and representation

12.9 (a) Cooperation between Governments at the regional and subregional levels to address global and regional environmental issues was enhanced by organizing the Forum of Ministers of the Environment of Latin America and the Caribbean, resulting in the formulation and implementation of the Latin American and Caribbean Initiative for Sustainable Development, the special session of the African Ministerial Conference on the Environment and the Environment for Europe process. Future meetings could benefit from earlier inputs from other UNEP subprogrammes in order to ensure the optimal impact of UNEP policy guidance.

(b) A total of 140 Governments were supported in the implementation of multilateral environmental agreements through policy advice provided by regional offices in cooperation with relevant United Nations organizations and convention secretariats. This support was evidenced in particular through a number of missions undertaken to individual countries, meetings with subregional and regional groupings and the organization of meetings in preparation for the conferences of parties. The regular exchange of views and lessons learned between different regions would be useful.

12.10 *Implementation rate*. The above results are based on the implementation of 95 per cent of 127 mandated outputs.

Subprogramme 6
Environmental conventions

12.11 (a) Cooperation, linkages and synergies among environmental conventions and related international agreements were enhanced, as evidenced by the decisions of the conferences of parties to the multilateral environmental agreements to improve interlinkages and synergies between the multilateral environmental

agreements at the national level, such as decision VI/29 of the Conference of the Parties to the Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal. There was a greater awareness of cost-effective and policy-oriented reporting formats at the national level. The challenge for UNEP in the next biennium will be to work with the multilateral environmental agreements on drafting joint work programmes to implement synergies at the national level and further elaborating its projects on harmonized reporting of the conventions at the national level.

(b) Regional seas conventions and action plans were strengthened and environmental protection and management were improved at the regional level through better collaboration between national Governments, as evidenced by six countries ratifying and implementing regional seas conventions and action plans (i.e. the Convention for Cooperation in the Protection and Sustainable Development of the Marine and Coastal Areas of the North-East Pacific (Antigua Convention) and implementation of its Action Plan, and adoption of protocols to the Convention for the Protection, Management and Development of the Marine and Coastal Environment of the Eastern African Region (Nairobi Convention) and the Convention for Cooperation in the Protection and Development of the Marine and Coastal Environment of the West and Central African Region and related Protocols (Abidjan Convention)).

(c) A protocol to the existing Convention on Biological Diversity, the Cartagena Protocol on Biosafety, which entered into force on 11 September 2003, was signed by 180 countries and ratified by 77 countries. More regional balance among countries that had ratified that Protocol was needed as well as more efforts in capacity-building for competent national authorities.

(d) The capacities of countries to meet their obligations under environmental conventions to ensure their compliance with and enforcement of provisions of environmental conventions were enhanced through the review, development and implementation of national biodiversity strategies and action plans incorporating national biodiversity frameworks as over 120 countries were assisted to develop their frameworks. However, in order for the Protocol to function effectively, countries needed to have systems in place to allow them to process notifications and carry out risk assessments, etc. That would require that countries establish a national biosafety framework, which would include a policy, a regulatory regime, a system to handle notifications, systems for monitoring and inspections and systems for public information and participation.

(e) The number of women in secretariats of UNEP conventions and those involved in the development of action programmes/plans increased by about 25 per cent. All departmental recruitment/interview panels had a gender representative and their programmes of work were peer-reviewed to reflect appropriately gender perspectives. There was a need to promote similar approaches at the national and regional levels during project implementation.

12.12 *Implementation rate*. The above results are based on the implementation of 85 per cent of 97 mandated outputs.

Subprogramme 7
Communications and public information

12.13 (a) Awareness of environmental issues among partners, multipliers and all stakeholders was enhanced through the dissemination of UNEP information material by national, regional and international media networks, to assist Governments, civil society and other organizations to improve their interventions, especially their decision-making processes, and the participation in environmental events at the international, regional and local levels. The challenge for UNEP in the next biennium would be to focus on multiplier institutions so as to enhance opportunities for the wider dissemination of UNEP information material.

(b) UNEP improved the delivery of environmental information resources to all parties with or without access to modern information and communication technologies, as evidenced by the increase in the number of hits on the UNEP web site, from an average of 800,000 per month in 2001 to an average of 5 million hits by the end of 2003. The production and distribution unit also received an increase in the number of requests, from 373 in 2001 to 1,474 by the end of 2003, for information on the important issues affecting the environment, including UNEP publications. The challenge for UNEP in the next biennium will be to focus on cost-effective methods of distributing publications through traditional mail and electronic services. This would require sufficient funds to support the cost of distribution and to develop databases that would capture the information on the impact of environmental information on development activities.

12.14 *Implementation rate*. The above results are based on the implementation of 100 per cent of 148 mandated outputs.

Section 13
Human settlements*

Subprogrammes: 1. Adequate shelter for all; 2. Sustainable human settlements development

Highlights of programme results

Two global campaigns were launched in 15 countries: the Global Campaign for Secure Tenure and the Global Campaign on Urban Governance, which spearheaded assistance to Governments in the implementation of the Habitat Agenda and meeting the relevant Millennium Development Goals.

A global programme on Monitoring Urban Inequities was initiated under the Habitat Agenda and international media coverage publicized slum populations that were estimated for the first time and published in *The Challenge of Slums: Global Report on Human Settlements 2003*. The report contributes to understanding conditions and trends in slums, where almost 1 billion people live.

As part of the urbanization, population and environment cluster of the New Partnership for Africa's Development, the Sustainable Cities Programme and the Water for African Cities Programme were undertaken in seven cities. The successful Water for African Cities Programme was extended to Asia and collaboration was established with international financial institutions. The information was reflected in the global report on *Water and Sanitation in the World's Cities 2003*, which documented the state of the water and sanitation in cities of developing countries.

The Settlement Rehabilitation Programme in Northern Iraq was completed in November 2003, providing 21,752 houses for internally displaced persons and other vulnerable groups and 738 schools.

The Safer Cities Programme covered 25 municipalities and another 40 municipalities initiated safer cities activities.

The HIV/AIDS orphans community shelter initiative, a regional project supported by the Rockefeller Foundation, completed a regional baseline study in Southern and East Africa.

Memorandums of understanding were signed with the United Nations Office on Drugs and Crime, the International Strategy for Disaster Reduction and the Office of the United Nations High Commissioner for Refugees to collaborate on post-conflict and post-disaster reconstruction.

Implementation rate. The above results are based on the implementation of 90 per cent of 115 mandated outputs. (Related tables are accessible in the electronic version of the report.)

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 13)) and in General Assembly resolution 56/253, annex I, para. 47. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

Subprogramme accomplishments

Subprogramme 1
Adequate shelter for all

13.1 (a) The United Nations Human Settlements Programme provided support to countries with regard to secure tenure and recognition of the importance of the urban poor as partners in tenure and shelter improvement. This resulted in the publication entitled *Rights and Reality* in Uganda, which included recommendations to the Governments of Uganda, Kenya and the United Republic of Tanzania on how to improve the land, housing and property rights of women and contributed to an amendment to the 1998 Land Act being passed. In Kenya, significant progress was made in the Kenyan Land Policy formulation process, through ongoing engagement and technical advice. Following a regional consultation on secure tenure in the Balkans, recommendations on property legislation and policies were drafted for that region. Further discussions and information gathering were conducted to develop clear indicators of secure tenure, policies and regulations, legal systems, land management structures and levels of gender equality, aimed at improving technical advice and the provision of tools.

(b) The Global Campaign for Secure Tenure contributed in several countries to greater recognition and the progressive realization of the right to adequate housing and of equal tenure rights for women, in particular through the implementation of the United Nations Housing Rights Programme. To contribute to this process, a set of indicators on the right to adequate housing (in collaboration with the Office of the United Nations High Commissioner for Human Rights, the Committee on Economic, Social and Cultural Rights and the Special Rapporteur of the Commissioner on Human Rights on adequate housing) was formulated and widely used in advocacy, research and analysis on housing rights and in capacity-building for the implementation and monitoring of housing rights. Results of collaborative efforts with the Permanent Forum on Indigenous Issues relating to the rights of indigenous peoples and their right to adequate housing were published. The web site of the United Nations Housing Rights Programme provides easy access to available information on housing rights.

(c) Communities were assisted to improve access to basic services in both urban and rural settlements, such as water, sanitation, waste management and public transport. World Habitat Day 2003, with the theme "Water and Sanitation for Cities", addressed urban issues and the problems of a rapidly urbanizing world. The most notable success of the Water for African Cities programme was the wide acceptance of water demand management strategies as the most cost-effective form of augmenting water supply. That was achieved both at the policy level and among water utilizers. At the national policy level, national regulators in Zambia indicated that they would adopt the Lusaka water demand management strategy, part of the Water for African Cities Programme, as a model for developing a national water demand management strategy. In Ghana, the water restructuring secretariat was introducing water demand management in the regulatory framework and in the national water policy. Several cities adopted water demand management, which, in Johannesburg, resulted in sufficient savings in water demand to justify the cancellation of a project to build an additional reservoir. In Addis Ababa, despite a growing population and drought, water demand management resulted in savings of $1.6 million per year by the Government. In Accra, reduction of unaccounted-for-

water attributed to the leak detection project at the University of Ghana led to a reduction in losses of 300 cubic metres a day. In the Water for Asian Cities Programme, which draws upon the experience of Water for African Cities Programme, UN-Habitat established a new model for cooperation, closely linking political mobilization and capacity-building with follow-up investment in the sector and financial collaboration with the Asian Development Bank. The global report on *Water and Sanitation in the World's Cities 2003* was the first global report documenting the state of water and sanitation in the cities of developing countries and the indicators on sanitation for slum-dwellers it contained were used for the Millennium Development Goals' strategy for water and sanitation. Water, sanitation and hygiene campaigns in Nairobi and Brazil enhanced capacity and facilitated ways of speeding up investments in the urban water and sanitation sector. Technological innovations for a low-cost latrine exhaust and excreta disposal system (UN-Habitat Vacutug) in slums and shanties were developed in Bangladesh and were being used in demonstration projects in six countries. The informal sector in sub-Saharan Africa was the focus of activities directed at the problems of urban transport.

(d) In an effort to improve access to finance and credit, housing finance systems, including community-based systems and local housing associations, were studied and the results and recommendations made available in UN-Habitat publications. Consequently, the Government of the United Republic of Tanzania considered legislative action to create the framework for a functioning housing finance system. UN-Habitat began two pilot projects that provided low-cost credit facilities to low-income households for housing upgrading and for helping poor urban female entrepreneurs. One project involved establishing a revolving credit fund to benefit women who were members of the Kayole Jua Kali Association in Nairobi and another mobilized loan financing resources for low-income families in the Kibera-Soweto area in Nairobi. UN-Habitat worked with international financial institutions to develop a mechanism for increasing the supply of affordable credit for slum upgrading and other pro-poor human settlements development.

(e) The integration of the Habitat Agenda and the Millennium Development Goals led to improved knowledge of global shelter conditions and trends and of progress made in implementing the Habitat Agenda goal of adequate shelter for all. Definitions, tools and guidelines disseminated to partners of the Global Urban Observatory and within the United Nations system led to an increased number of countries reporting on the challenge of urban slums. The urban indicators tool kit, developed to provide the technical scope and method of the Urban Indicators Database 2003, was successfully tested in Kisumu, Kenya. The first version on the guidelines for monitoring urban inequities was used in the demographic and health surveys in several countries and in household surveys for two cities, Istanbul and Addis Ababa. Monitoring and policy assessment was continued through networks of urban observatories. International media coverage of slum estimates by country, produced by the global urban observatory, resulted from the launch of the *Global Report on Human Settlements 2003*.

(f) Mainstreaming of cross-cutting policy issues within shelter development programmes and projects was addressed by the *UN-Habitat's Gender Policy*, published in 2002, so that gender issues were incorporated into all projects over $100,000, approved by the Project Review Committee of UN-Habitat. It was estimated that 80 per cent of UN-Habitat programmes and activities incorporated

gender dimensions. That was reflected in the reconstruction strategy for Iraq and for Kosovo, and by the 30 per cent increase in the number of women participating in the launches of the two global campaigns on secure tenure and urban governance. A UN-Habitat study on local-to-local dialogues concluded that community and municipal authorities appreciated the need for collaboration and engagement to better understand the needs of the communities, and both the female and male participants from the participating countries felt empowered through local-to-local dialogues. Award competitions on gender-responsive local governments in Latin America resulted in the increased participation of women and gender mainstreaming in urban governance.

(g) Establishing effective people-centred slum-upgrading policies was accomplished through the Global Campaign for Secure Tenure, the three cities project (Manila, Mumbai, India and Durban, South Africa) on slum-upgrading frameworks and technical cooperation activities linked to slum upgrading in 63 projects in Asia, Africa and Latin America. Those programmes raised awareness, facilitated effective exchange of information among local authorities and slum-dweller and civil society organizations and facilitated the development of policies using the experience gained by slum-dweller organizations, resulting in eight countries adopting people-centred approaches to slum-upgrading and forced evictions mitigated by the resettlement of 20,000 families in Mumbai. The programmes were instrumental in Governments and the urban poor establishing urban development funds in six cities in Kenya, the Philippines and South Africa. The Cities Without Slums initiative for East and Southern Africa assessed the situation and identified areas of intervention to improve the lives of the slum-dwellers; the ongoing collaborative slum-upgrading initiative in Kibera, Kenya, was a notable case study for the programme.

13.2 *Implementation rate*. The above results are based on the implementation of 85 per cent of 33 mandated outputs.

Subprogramme 2
Sustainable human settlements development

13.3 (a) Norms of urban governance received wide acceptance, application and adaptation through advocacy and outreach activities, mainly through online dissemination of literature and tools on urban governance and collaboration and engagement with partners and constituencies, organization of meetings, launching of national campaigns as well as embedding them in technical cooperation projects. National campaign launches fostered inclusiveness, promoting a collaborative relationship among national Governments, local authorities, the private sector and civil society associations. National action plans developed a shared vision of priority issues in urban development and were guided by the broad norms of urban governance, providing for representatives of the poor to participate in the policy process. A dialogue on roles and relationships among the various levels of government opened up in campaign countries. Three countries and civil society associations adapted the norms to their own socio-political and cultural specificities (Chile, Indonesia and the Philippines), while another three initiated their own improved governance reforms (Bangladesh, Cuba and Sri Lanka).

(b) The management capacity of local authorities was improved and strengthened through national adaptation and the application of tools and training

activities that focused on gaps and needs of elected councillors, municipal officials and local development civil society organizations working with them. Collaboration with national local government training and capacity-building institutions and with local authorities on issues of decentralization and city-to-city cooperation was strengthened. Local government training institutions were instrumental in the adaptation of tools to national and local contexts and in undertaking training activities. Training material on elected leadership and management skills was translated into 8 more languages, bringing the total number of language versions of the series to 26. Subregional training of trainers workshops created a pool of national trainers and capacity-building resource persons who disseminated knowledge and skills through the multiplier effect. In Africa and Asia, newly elected councillors in 12 countries benefited from the subsequent induction and sensitization seminars.

(c) Improved security within cities, through effective crime prevention and disaster mitigation, was achieved through two programmes. The Safer Cities Programme covered 25 municipalities and 40 others formulated proposals and initiated activities. UN-Habitat and its partners supported city-level activities with the development of a tool kit on urban governance and advocacy and normative debate being continued through existing mechanisms (governance campaign and international networks). The major initiative of the Disaster Management Programme was to strengthen capacity for risk reduction at the local level in 15 disaster-affected countries in the Caribbean region. The methodology and strategy formulated for regional consultations in risk reduction was a success and was replicated in other regions with the objective of reducing the vulnerability of local communities to hazards by improving the skills of municipal authorities and local organizations for disaster management. Post-conflict and post-disaster reconstruction focused on Afghanistan, Kosovo and Somalia, and the Settlement Rehabilitation Programme was completed in Iraq. Partnerships were established on disaster management and supporting the establishment of dialogue between United Nations agencies, the donor community, non-governmental organizations, and the private sector. Memorandums of understanding were signed by the International Strategy for Disaster Reduction and UNHCR, part of which led to a UN-Habitat surge facility that enabled deployment of short-term relief assistance missions to support sister agencies and affected countries.

(d) More effective environmental planning and management was achieved through the Sustainable Cities Programme, which grew from a UN-Habitat initiative to a global multi-agency programme. Under the Programme, partnerships with Governments, United Nations agencies and donor agencies were established and city demonstration projects were completed. Five process tools and four topic-specific tools, together with programme guides and training manuals on normative framework and environmental planning and management, were disseminated. The Programme has been replicated in five countries involving more than 20 secondary cities. Communication and exchange of information and expertise among primary Programme partners was enhanced, particularly regarding worldwide awareness of the urban environmental agenda and effective application of technical and financial resources.

(e) Capacity-building activities that improved knowledge on global urban conditions and trends and a new programme, the Monitoring Urban Inequities Programme, were a result of efforts to integrate the Habitat Agenda and Millennium

Development Goals. Definitions, tools and guidelines were developed and disseminated to the Global Urban Observatory partners at conferences and through missions, the UN-Habitat web site, posters, brochures, publications and flagship reports. The template for the urban indicators tool kit was developed to provide the technical scope and method for the Urban Indicators Database 2003. The first version of the guidelines for monitoring urban inequities was used in the demographic and health surveys of several countries and in the household surveys for two cities. The guidelines sensitized Governments on the need to assemble and disaggregate existing indicators to describe sub-city areas and design a database capable of maintaining and updating this information for policy purposes. The slum estimates by country, produced by the Global Urban Observatory, provided data for strengthened negotiations for the establishment of a global shelter fund and the need to prioritize urban poverty as a development issue and relate it to the rest of the Millennium Development Goals, together with fund-raising. The slum estimates were widely reported in the international media after the launch of *The Challenge of Slums: Global Report on Human Settlements 2003*, and the first slum trend analysis for 1990-2000 will be publicized during the World Urban Forum to be held at Barcelona, Spain, in September 2004. The capacity of institutions in developing countries to monitor urban development and assess the impact of policy was strengthened through sustainable networks of urban observatories.

(f) Sustained mainstreaming of cross-cutting policy issues, including gender and capacity-building, within human settlements programmes and projects was monitored by the Project Review Committee. The Governing Council adopted a resolution on the roles and rights of women in slum-upgrading to guide the work of UN-Habitat and its partners. There was increased collaboration between UNIFEM, FAO and UN-Habitat, and the revised gender policy published in 2002 provided a framework for gender mainstreaming in all UN-Habitat programmes and activities. An evaluation on gender mainstreaming in UN-Habitat was used to develop a more focused gender programme, emphasizing increasing incorporation of gender concerns into projects being implemented by UN-Habitat in a more coherent manner. Efforts directed at the increased involvement of women in slum-upgrading initiatives led to the implementation of a project on empowering urban female entrepreneurs through housing development and land rights.

(g) Improved effectiveness of programmes and strategies based on norms of urban governance were achieved through the Urban Management Programme. The city consultation process was institutionalized in 45 cities in Africa, Asia, Latin America and the Caribbean, Central and Eastern Europe and the Arab States, and the process was extended to municipalities. The Urban Management Programme city consultations focus on participatory urban governance, urban poverty alleviation, urban environmental sustainability and HIV/AIDS, with gender as a cross-cutting theme, involving all stakeholders concerned with urban management and development issues.

(h) As a result of the provision of training and policy advice to ministers, high-level government officials and other development actors from over 100 countries, the Governments stated, in the Ministerial Declaration adopted by the Economic and Social Council in 2003, their resolve to promote urban-rural linkages by developing and strengthening a system of intermediate-sized secondary and tertiary settlements (towns) to stimulate rural development as well as to minimize the negative impacts of rural-urban migration and to encourage programmes and

policies to strengthen institutions and mechanisms for local planning. Further, 27 countries and Governments at the national and local (municipal) levels of large cities, small and medium-sized towns and rural areas adopted the development perspective into their respective national development planning. They consequently agreed that strategic regional planning should be made to stimulate the regional economic growth, promote balanced and mutually supportive urban-rural linkages, increase investment and employment opportunities and cope with the absorption of rural-urban migration while maintaining a good quality of life in both urban and rural areas.

(i) UN-Habitat completed the first stages in the process of developing user-friendly local government financial management training materials for a wide range of potential users worldwide. A tool kit on participatory budgeting to consolidate knowledge and to facilitate and support interregional exchanges and advocacy for practical good urban governance approaches was developed. The tool kit was based on 25 city case studies from 12 countries, and includes supporting tools, such as a position paper, a document on frequently asked questions and a virtual library. Requests on knowledge for interregional transfers were registered from three countries.

13.4 *Implementation rate*. The above results are based on the implementation of 91 per cent of 82 mandated outputs.

Section 14
Crime prevention and criminal justice*

Highlights of programme results

The entry into force of the United Nations Convention against Transnational Organized Crime and two of its three Protocols was a significant achievement. Whereas the target was to reach 38 additional ratifications for the Convention, 57 ratifications were achieved for the Convention, 45 for the Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, 40 for the Protocol against the Smuggling of Migrants by Land, Sea and Air and 12 for the Protocol against the Illicit Manufacturing and Trafficking in Firearms, Their Parts and Components and Ammunition. A total of 147 countries signed the Convention, 117 countries the Protocol on trafficking in persons, 112 countries the Protocol on the smuggling of migrants and 52 countries the Protocol on illicit trafficking in firearms.

The expeditious negotiation and adoption of the United Nations Convention against Corruption, and the holding of the High-level Political Conference for the Purpose of Signing the United Nations Convention against Corruption, at which 95 countries signed, resulted in a comprehensive global instrument against corruption that included internationally binding legal provisions for asset recovery and generated a worldwide exchange of anti-corruption policies.

Assistance to 150 countries was provided collectively through seminars and specialized training activities, enhancing their capacity to respond more effectively to transnational crime problems, to undertake criminal justice reform and to participate more effectively in related international cooperation. Direct advisory services were provided to 61 countries in response to their specific requests for assistance in ratifying the crime and terrorism conventions and in undertaking national measures for combating crime and strengthening related institutional capacities, including criminal justice reform. The establishment of five specialized databases and six technical guides and training material resulted in enhanced knowledge and expanded expertise on transnational organized crime, corruption, money-laundering, trafficking in firearms, trafficking in human beings, terrorism and criminal justice.

As evidence of the effectiveness and usefulness of the advice and cooperation provided, $10 million was mobilized for operational activities, an increase of 30 per cent, making it possible to implement technical cooperation projects in policy and programme development, institutional capacity-building and the training of some 2,600 criminal justice and law enforcement personnel, including 800 women.

Implementation rate. The above results are based on the implementation of 96 per cent of 437 mandated outputs. (Related tables are accessible in the electronic version of the report.)

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 14)) and in General Assembly resolution 56/253, annex I, paras. 48-53. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs refer to the corresponding expected accomplishments in the budget tables.

Programme accomplishments

14.1 (a) The entry into force of the United Nations Convention against Transnational Organized Crime and two of its three Protocols was achieved through 57 ratifications of the United Nations Convention against Transnational Organized Crime, 45 of the Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, 40 of the Protocol against the Smuggling of Migrants by Land, Sea and Air and 12 of the Protocol against the Illicit Manufacture of and Trafficking in Firearms, Their Parts and Components and Ammunition. Instrumental to this achievement was the provision of assistance in raising awareness and political support regarding the importance of the Convention, its Protocols and their early ratification, reviewing national legislation to fulfil ratification obligations, training criminal justice officials, building up substantive expertise and mobilizing donor support for delivering technical assistance. Several more countries are at advanced stages of the ratification process. By the deadline for becoming signatories, 147 countries had signed the Convention, 117 the Protocol on the trafficking of persons, 112 the Protocol on the smuggling of migrants and 52 the Protocol on the illicit trafficking in firearms, exceeding the target for the biennium. The Protocol on the illicit trafficking in firearms did not receive the targeted number of ratifications because of its late adoption, preventing its inclusion in the High-level Political Conference for the Purpose of Signing the Convention, and owing to its substantive, administrative and political complexities. Review of records, official statements and communications from Member States indicated that activities undertaken had resulted in concrete actions by more than 100 countries to initiate and advance the implementation of the Convention and its Protocols. Fourteen international, regional and subregional meetings and ten national promotional meetings were held, serving as venues for the specialized training of 1,500 senior national officials, 400 of whom were women, as part of the overall efforts to provide training for national officials and assistance for national capacity-building. In addition, 40 countries were provided with legal technical assistance for the ratification and initiation of implementation of the provisions of the Convention and its Protocols. To provide the maximum impact, coordination and collaboration with other international and regional organizations was enhanced.

(b) Global knowledge was enhanced and expertise expanded on transnational organized crime, corruption, money-laundering, trafficking in firearms, trafficking in human beings, terrorism and criminal justice through substantive documents and reports submitted to intergovernmental bodies, substantive discussions and negotiations, expert meetings and specialized training. Twenty-five expert meetings and seminars were conducted, fifteen more than originally planned. The substantive assistance provided, including on asset recovery, resulted in the expeditious negotiation and adoption of the United Nations Convention against Corruption, which included, for the first time, a provision on asset recovery. The Convention was signed by 95 countries at a High-level Political Conference and was ratified by 1 country. Programme activities resulted in enhanced expertise for formulating a code for judicial conduct and the launching of an International Group for Anti-Corruption Coordination. Efforts to promote the ratification of the United Nations Convention against Transnational Organized Crime and its Protocols, including a series of 14 regional and subregional seminars and 10 national seminars and subregional studies, resulted in the building of an extensive body of substantive expertise on the topic, which expanded into the production and diffusion of

databases, the provision of legal assistance and the dissemination of training materials and best practices to more than 100 Member States. Official records confirmed that Member countries relied heavily on the expertise of the programme in their efforts to address crime-related problems. The usefulness of the disseminated material was evidenced by the growing number of web downloads. More financial resources needed to be raised to increase the dissemination of specialized material in different languages, which would enhance their effective use.

(c) Technical assistance was provided to more than 150 countries collectively through subregional seminars and specialized training activities for the promotion of the ratification and implementation of the United Nations Convention against Transnational Organized Crime and its Protocols and for the elaboration of the United Nations Convention against Corruption. In addition, 150 advisory assistance missions were undertaken to provide support for specific national action in addressing the different aspects of crime prevention and criminal justice, enhancing the capacity of Member States to respond at the national, regional and international levels to major crime problems. Under global programmes against transnational organized crime, trafficking in human beings, corruption and terrorism, 30 technical assistance projects, covering 90 countries and having a strong training component, were delivered, building the capacity of 2,600 national officials and practitioners, including 800 women, which exceeded amply the target for the biennium. National capacity for combating terrorism was enhanced through the strengthening of the legal regime against terrorism, for which 68 countries received legal technical assistance, four expert group meetings were held, a legislative database on terrorism was set up and a legislative guide was distributed. National capacities were also strengthened in the area of criminal justice reform through advisory services provided to 5 countries; technical assistance projects, including the implementation of a comprehensive programme for criminal justice reform and reconstruction, in 1 country and projects in 4 others; and 2 pilot training seminars on the application of the United Nations standards and norms, which resulted in the training of 18 officials from 17 countries. Voluntary contributions were mobilized for more than $10 million, representing an approximately 30 per cent increase. While collaboration and cooperation were fostered with a broad spectrum of partners, improvement for greater coordination and collaboration was needed within the United Nations system and some external partners. Positive feedback was received from Member States, partner entities and organizations on the usefulness of assistance.

(d) Gender dimensions were specifically addressed and integrated in six technical assistance projects for combating corruption, nine projects for combating trafficking in human beings and five projects for advancing criminal justice reform, improving the integration in all relevant areas of work of the subprogramme and exceeding the target by more than 140 per cent. In the context of the work of the Economic and Social Council, a panel discussion was held on the gender dimensions of crime prevention and criminal justice issues. Several activities dealt with protection measures for female victims and witnesses. At least 30 per cent of the participants in the training and seminars organized were women. Databases, tools, manuals and legislative guides paid due consideration to the gender aspects, including domestic legislation. Positive feedback was received on these activities; nevertheless, constant attention must be paid to them given the importance of their

cross-sectoral implications, especially in project formulation, implementation, monitoring and evaluation.

14.2 *Implementation rate.* The above results are based on the implementation of 96 per cent of 437 mandated outputs.

Section 15
International drug control*

Subprogrammes: 1. Coordination and promotion of international drug control; 2. International drug control monitoring and policy-making; 3. Demand reduction: prevention and reduction of drug abuse, treatment and rehabilitation of drug victims; 4. Supply reduction: elimination of illicit crops and suppression of illicit drug trafficking

Highlights of programme results

The adoption of a Joint Ministerial Statement at the ministerial segment of the forty-sixth session of the Commission on Narcotic Drugs, endorsed by over 130 States, is the strongest political reaffirmation of the value of the assistance provided and Member States' commitment to achieving the goals and targets contained in the political declaration and the action plans adopted at the twentieth special session of the General Assembly devoted to the world drug problem.

Through the assistance provided in pursuit of the implementation of the outcomes of the twentieth special session, the three international drug control treaties achieved virtually universal adherence and 104 countries adopted legal or administrative measures to ensure their full implementation. A total of 100 countries reported progress on implementing the targets contained in the Political Declaration, the Declaration on the Guiding Principles of Drug Demand Reduction, the action plans on amphetamine-type stimulants and their precursors, the control of precursor substances, measures to promote judicial cooperation, countering money-laundering and the action plan on the eradication of illicit drug crops and on alternative development, as adopted by the General Assembly at its twentieth special session (resolutions S-20/2-4).

The development of tools, the dissemination of information and the provision of scientific support and in-depth research and analysis on illicit drug production, trafficking and consumption trends enabled Member States to formulate knowledge-based demand reduction interventions, including HIV/AIDS drug abuse linkages and at-risk groups, and to formulate enhanced supply reduction interventions such as programmes to reduce the cultivation of the illicit opium poppy and the coca bush.

Operations Purple and Topaz and Project Prism were instrumental in enhancing the capacity of Member States to monitor, coordinate and prevent the diversion from international trade of the main chemical substances used in the illicit manufacture of cocaine, heroin and amphetamine-type stimulants.

Anti-money-laundering legislation and investigative and prosecutorial tools were used by 88 States, enhancing their capacity and improving the mechanisms used to promote and facilitate drug-control-related international judicial and law enforcement cooperation.

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 15)) and in General Assembly resolution 56/253, annex I, paras. 54-58. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

Ninety-six Member States developed and were implementing national control programmes, including specific strategies to address various facets of the drug problem in relation to demand and supply reduction, alternative development and interdepartmental and international cooperation and to provide for effective national coordination and the participation of relevant government departments, as well as civil society, in accordance with advice provided at the twentieth special session of the General Assembly.

Through enhanced interaction with entities of the United Nations system, other intergovernmental organizations, national and international non-governmental organizations and civil society organizations, the role of focal point for all drug control efforts was reinforced and consolidated.

Implementation rate. The above results are based on the implementation of 87 per cent of 824 mandated outputs. (Related tables are accessible in the electronic version of the report.) The results of the international drug control programme are set out in greater detail in the report *Operational priorities: guidelines for the medium term.* (This document is accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Coordination and promotion of international drug control

15.1 (a) Technical cooperation and assistance targeted at policy consensus on drug control issues, facilitation and catalysis for government actions in countering the drug problem contributed to enabling the international community to implement the Global Plan of Action and the outcome of the twentieth special session of the General Assembly, particularly the high-priority practical measures at the international, regional or national level indicated in those documents, resulting in an increase of 43 per cent in responses received — from 82 in the previous period to 117 country replies. Of those, 84 per cent, or 98 countries, indicated that they had adopted a national drug strategy or action plan; 89 per cent, or 104, had established a central coordinating entity for the implementation of national drug strategies and action plans and had stated that their national drug strategies or action plans were multicultural; and 82 per cent, or 96, indicated that the Guiding Principles of Drug Demand Reduction had been incorporated into their national drug strategies or action plans, demonstrating its increased practical application at the different levels. Over 50 per cent indicated that financial constraints had affected the implementation of the action plans.

(b) The quality of the activities and projects undertaken with civil society improved through better involvement with NGOs, which were more effective in the areas of awareness-raising, prevention, treatment and social reintegration of drug addicts, especially in developing countries, in an effort to counter the world drug problem. The number of NGO partners increased by 23 per cent from 730. That cooperation improved through training, advisory services and grants to a number of NGOs, advocacy for enhanced partnership between them and governments and the provision of information to the NGO community and the general public through the

UNODC web site and publications. A step forward would be establishing a sustainable dialogue with the NGO community and the development of advocacy for more support for NGOs, especially in countries with economies in transition.

(c) Better understanding of the trends and importance of the drug problem was evidenced by about 6 million users having obtained information through 4.5 million web site visits, the distribution of 6,000 newsletters, the holding of 15 special events and workshops and information disseminated through distribution lists, video spots aired in 40 countries through major international networks and other media coverage. Information on illicit drug production, trafficking and consumption and international action in this domain was provided to assist Governments and policy makers better to deal with the problem and to assist NGOs and the general public better to support government efforts and raise awareness of the impact it could have, especially in developing economies. More than 35 exclusive interviews to international news networks and agencies and 33 press briefings attended by an average of 35 journalists resulted in increased attention and dissemination of information on the drug problem.

(d) The dissemination of information via e-mail, web sites and printed and promotional material, broadcasting of television and radio spots, press releases and press conferences improved the availability of information on various aspects of the drug problem and in particular on illicit drug production, trafficking and consumption, illicit drug trafficking, human trafficking, terrorism and organized crime. Launches and releases were timely and coordinated to coincide with major events and conferences and to ensure maximum impact. Informal feedback from beneficiaries and users indicated that requested information provided on the various aspects of the drug problem was useful and received in a timely manner. Approximately 1,550 requests for information via e-mail, letter, facsimile and personal visits were responded to satisfactorily, demonstrating its constant availability.

(e) Coordination of drug-control-related activities was increased with regional and international organizations and NGOs through the provision of assistance to Governments in implementing the outcome of the twentieth special session of the General Assembly. Constant collaboration was attained with 29 regional and international organizations and strengthened through the sharing of data, analysis and joint planning. Consultations with the World Bank started on joint work in drug control, corruption and money-laundering.

(f) Technical assistance, scientific support and the provision of information fostered the implementation of measures to strengthen national legislation and resulted in 80 per cent of 117 reporting countries launching national prevention campaigns and strategies to raise awareness of the abuse of amphetamine-type stimulants; 30 per cent, or 35 countries, implemented special measures such as aftercare services; 63 per cent, or 74 countries, took measures to detect clandestine manufacture; and 55 per cent, or 64 countries, reported enhancing cooperation with the chemical industry to prevent the diversion of precursors. Project Prism furthered international cooperation in monitoring precursors used for illicit manufacture. The number of countries with legislation on precursor control increased to 101, 10 per cent above the previous period; 86 per cent of the reporting countries had a system of import/export notification, and 72 per cent had procedures to monitor and identify suspicious transactions, showing an improvement in the measures taken to

eliminate the illicit manufacture, marketing and trafficking of psychotropic substances and the diversion of precursors. On the issue of laundering the proceeds of drug trafficking and other crimes, assistance was provided in the area of financial intelligence and in promoting the adoption of national legislation and training, with the result that 103 countries were supported in treating drug trafficking as a criminal offence and 88 of them had made money-laundering an extraditable offence. A total of 106 countries legislated freezing and confiscating the proceeds from drug trafficking; 94 countries enabled reporting of suspicious transactions; 88 removed impediments to criminal investigation; and 83 took measures to establish a central unit to collect and analyse information on suspected money-laundering cases. The number of countries with legislation and programmes to counter money-laundering increased by 8 per cent. As some countries were constrained by the lack of expertise and resources, technical cooperation should be increased. Out of 117 reporting countries, 70 per cent, or 82, established measures to promote and strengthen judicial cooperation, such as facilitation of extradition through multilateral and bilateral agreements, facilitation and simplification of mutual legal assistance, transfer of proceedings, sharing of information on criminal investigation techniques and the establishment of specialized units for investigating drug trafficking cases.

15.2 *Implementation rate*. The above results are based on the implementation of 95 per cent of 145 mandated outputs.

Subprogramme 2
International drug control monitoring and policy-making

Secretariat of the International Narcotics Control Board

15.3 (a) Enhanced dialogue with Governments was achieved through 38 missions addressing their drug situation that provided recommendations and advice to strengthen national measures in drug control and verification of the licit nature of particular shipments of drugs in 17 Member States. Close and continuous monitoring of 15 high-risk countries and the decrease in the number of countries subject to close scrutiny under the enforcement provisions of international conventions, from 4 to 2, indicated increased dialogue and cooperation in implementing recommendations. The close scrutiny enforcement would be reviewed to make it more effective.

(b) The annual reports and findings of the Board received increased attention through press conferences in more than 30 countries and approximately 40 interviews. Official records showed 226 press clippings reporting the launching of the report in 2002 and 350 in 2003, above the annual target of 220. The Commission on Narcotic Drugs recorded 69 actions of countries making reference to the different reports published, demonstrating continued interest in the content of the reports. The technical reports contain vital statistics regarding the licit cultivation, production, manufacture, trade and consumption of drugs, which contributed to awareness on the issues.

(c) Enhanced monitoring of the licit movement of narcotic drugs and psychotropic substances and of national control systems was evidenced by more intensive communication with Governments. The monthly contacts on the shipment of precursor chemicals and their possible diversion into the illicit market averaged 100, all of which were verified and responded to. According to the responses

provided, over 40 Governments were able to take measures and conduct investigations and law enforcement operations, effectively preventing diversion attempts. Coordination of three international operations on the monitoring of precursor chemicals, such as Operations Purple and Topaz and Project Prism, which were successful in ensuring a smooth flow of information between participating States, enabled them to initiate a large number of law enforcement operations resulting in improved identification of traffic routes, source countries and transit hubs. Activities were being expanded for certain precursors under Project Prism to assist Governments in launching investigations into interceptions and seizures of precursors and equipment used for illicit manufacture, as well as launching investigations on the misuse of the Internet.

(d) Technological innovations contributed to monitoring and cooperation with Member States to ensure an adequate supply of opiates for medical needs and no oversupply that could be diverted into the illicit market, thus maintaining a balance between the supply of and demand for drugs. All five licit opiate-exporting countries were alerted regarding possible oversupply or shortage of licit drugs. Two coordination meetings and informal consultations between producer and consumer countries were organized, improving coordination between them. A new methodology was disseminated to ensure that data submitted to the International Narcotics Control Board better reflected the situation of supply and demand. Twenty-five countries provided supplementary data in accordance with the new methodology.

(e) Cooperation with and assistance to Governments on the monitoring and identification of particular shipments of narcotic drugs and psychotropic substances and their possible diversion into the illicit market continued through constant communication and collaboration. Three government requests for verification of import authorization authenticity for narcotic drugs and twenty requests for psychotropic substances were received. All of them were responded to in a timely manner. These efforts facilitated the prevention of diversion of narcotic drugs and psychotropic substances into illicit traffic. Owing to close monitoring and adherence to required control measures, there were no diversions of narcotic drugs from international trade and only five diversions of psychotropic substances were registered. Further efforts to strengthen the psychotropic substances control regime were needed.

(f) Continuous collaboration and exchange of information with Governments allowed efficient and effective monitoring of the licit international movement of precursor chemicals. Those efforts resulted in governmental measures, investigations and law enforcement operations to prevent the use of precursor chemicals for illicit purposes. Three international operations instrumental in enhanced monitoring — Topaz, Purple and Prism — sustained an information flow between 114 States (48 for Topaz, 28 for Purple and 38 for Prism), enabling a number of law enforcement operations. Collection and analysis of information from those operations facilitated the improved identification of trends, source countries and transit hubs.

(g) Operations Purple and Topaz and Project Prism strengthened working contacts between the International Narcotics Control Board, other international bodies and national authorities. Capacity was reinforced of the national authorities of 48 States as a result of Operation Topaz, 28 States as a result of Operation Purple,

and 38 States as a result of Project Prism. Increased sharing of information and joint actions against the diversion of precursors into the illicit market strengthened working mechanisms and procedures. The use of pre-export notifications allowed Governments to legitimize transactions more efficiently. Expansion in the number of countries taking part in the operations would facilitate further cooperation.

(h) Under Operation Topaz, 17 shipments were stopped and 28 seizures effected, involving a total of over 1,600 tons of acetic anhydride. Under Operation Purple, 79 shipments were stopped and 34 seizures effected, involving over 6,500 tons of potassium permanganate, which showed the continuous progress in preventing the diversion of chemicals used in illicit drug manufacture.

(i) Continuous monitoring of the developments in the illicit production of narcotic drugs and psychotropic substances and collaboration with Governments enhanced the identification and assessment of substances for possible international control and inclusion in the 1988 Convention list, including 23 substances, or the international special surveillance list, which remained with 26 substances. Efforts were made to encourage Governments to report seizures of non-controlled substances at illicit drug manufacturing sites. As a result, reports were received on approximately 100 non-controlled substances. Further efforts at raising awareness were needed to foster reporting of seizures of non-controlled substances at illicit drug manufacturing sites.

Secretariat of the Commission on Narcotic Drugs and Legal Affairs

15.4 (a) Policy guidance by the Commission on Narcotic Drugs was supported by the provision of 26 documents, 18 per cent over target, and substantive support in cooperation on the eradication of illicit drug crops and alternative development; in measures to promote judicial cooperation, combat the illicit manufacture, trafficking and abuse of amphetamine-type stimulants and their precursors; in the control of precursors; and in countering money-laundering, among other things. Based on feedback from 117 countries, and at their request, a report on the implementation of the action plan was prepared to support effectively their deliberations. With substantive support for the extended bureau of the Commission, a joint ministerial statement was prepared and adopted on strengthening the role of the Commission and the role of the United Nations International Drug Control Programme.

(b) The preparation of 18 reports and other documentation to the subsidiary bodies of the Commission on Narcotic Drugs and the meetings of the Heads of National Drug Law Enforcement Agencies contributed to enhancing the capacity of Governments to process information on trends in the international drug problem and techniques and countermeasures to combat it. A total of 105 countries reported increased seizures and more effective law enforcement efforts against illicit drugs as a result of implementing the recommendations of the Heads of National Drug Law Enforcement Agencies, demonstrating increased capacity to combat the drug problem. Approximately 30 countries reported shortcomings and difficulties in implementing the recommendations and requested further assistance to combat illicit drugs.

(c) Collaboration among Governments in the legal field was strengthened through the designation of competent national authorities for mutual legal assistance and through extradition and the fostering of cooperation to suppress illicit drug trafficking by sea through the dissemination of the directory of competent national

authorities, which was updated to include 194 changes and additions and was very well received by Governments and regional institutions. Informal records showed that national authorities in the field used the information on a daily basis to coordinate activities with their counterparts. It was also used for training, which demonstrated its impact and usefulness.

(d) Assistance in the identification of import authorizations and the approval of quantities needed for licit use helped to monitor effectively and alert Governments to possible misuse of narcotic drugs. Those efforts enabled Governments to take appropriate measures and conduct investigations and law enforcement operations to prevent the diversion of narcotic drugs and psychotropic substances into illicit traffic. All requests received were responded to in a timely manner, which resulted in countries following recommendations on the prevention of substances used in the illicit manufacture of narcotic drugs and psychotropic substances.

(e) The online legal library, updated with 600 laws and regulations on drug control legislation from 155 countries and offered in three languages, enhanced the availability of updated legal information relevant to international drug control. All requests for various legal information from international organizations, Governments and researchers were responded to in a timely and effective manner. The availability of the three drug control conventions in the six official languages, model legislation and regulations for the main legal systems and the casework of best practice guidelines for judicial cooperation were appreciated by users and disseminated through CD-ROM. Relevant web site accesses increased from 30,000 in 2001 to more than 200,000 in 2003. The addition of crime-related areas to cover all mandates on corruption, terrorism and organized crime should increase the usefulness of the information.

15.5 *Implementation rate*. The above results are based on the implementation of 92 per cent of 560 mandated outputs.

Subprogramme 3
Demand reduction: prevention and reduction of drug abuse, treatment and rehabilitation of drug victims

15.6 (a) Overall, 110 States (or 96 per cent of respondents to the biennial questionnaire, compared with 68 per cent in the previous biennium) incorporated the Guiding Principles of Drug Demand Reduction and its action plans into their national strategies, including rehabilitation plans and strategies comprising public health, social welfare and law enforcement authorities. That showed progress in meeting the goals and targets for reducing the demand for drugs established by the General Assembly. In addition, 85 per cent of countries reported that their national strategies incorporated areas relating to prevention, while 76 per cent of them also reported the inclusion of provisions for treatment and measures to reduce the health and social consequences of drug use and abuse.

(b) Through technical assistance in the establishment of data-collection systems, 94 countries reported having mechanisms in place for assessing their drug problem, compared with only 66 in the previous period, attesting to the increase in the use of data-collection systems and capacity for analysing the drug problem. There was a need to provide further assistance as 75 countries still reported difficulties in this area.

(c) The use of standardized methodologies for drug abuse data collection increased by 21 per cent, to 89 countries. Through technical assistance, 65 per cent of 115 respondent countries implemented prevalence estimates and school surveys in the assessment of drug abuse, while 53 per cent reported availability of systems for surveillance of HIV infection and 59 per cent had established treatment reporting systems. Continued assistance was needed to increase the number of Member States using standardized methodologies and key indicators for the collection of data on drug abuse.

(d) Continued assistance enabled 98 Governments to implement policies and national strategies incorporating prevention issues related to public health, social welfare, law enforcement and awareness of the health and social consequences of drug use and abuse and applying more comprehensive demand reduction strategies and programmes.

(e) Sixteen guides on best practices in the prevention and treatment of drug abuse were developed and disseminated to, and were being used by, policy makers and practitioners. The guides allowed them to determine effective mechanisms of prevention among school-based youth, youth at risk and women and to design adequate treatment responses based on evaluation results and techniques.

15.7 *Implementation rate*. The above results are based on the implementation of 49 per cent of 47 mandated outputs. Two outputs, or 4 per cent, were terminated for legislative reasons, 18 outputs, or 38 per cent, were terminated owing to a shortage of extrabudgetary funds and 5 outputs, or 9 per cent, were postponed by management and were due to be implemented in early 2004.

Subprogramme 4
Supply reduction: elimination of illicit crops and suppression of illicit drug trafficking

Objective 1

15.8 (a) Technical assistance contributed to increasing the number of countries with national plans or programmes, including alternative development, eradication and other enforcement measures, from 40 to 60 among the 112 Member States that responded to the biennial questionnaire. Opium cultivation decreased in South-East Asia but remained a problem in Afghanistan. Coca cultivation was stable in Peru and Bolivia and decreased for the first time in Colombia. To sustain reductions in illicit cultivation, eradication programmes needed to be complemented by alternative development. The number of countries with specific alternative development plans or programmes increased from 26 to 46, showing progress in meeting the goals and targets established by the General Assembly and the Action Plan on International Cooperation on the Eradication of Illicit Drug Crops and on Alternative Development (resolution S-20/4 E).

(b) Based on data collected from Member States and significant seizure data along with information from the illicit crop monitoring programme, analytical and technical reports and assessments were disseminated to the international community. The increased availability on the web site of new and detailed reports on the illicit opium economy, the increasing global problem of amphetamine-type stimulants and the supply reduction aspects of the illicit drug phenomenon, including alternative development, assisted Member States in identifying priorities in drug control

measures. Technical data and methods to ensure the availability of adequate drug and precursor testing and forensic services to Member States and the implementation of best practices were also provided.

(c) All countries with significant illicit coca bush or opium poppy cultivation were assisted in including alternative development in their comprehensive drug control plans. The introduction of a computer-based training programme, deployed in six countries of South-East Asia, contributed to enhancing the skills of law enforcement officers and integrating best practices into development plans and strategies on law enforcement. Positive feedback on its effectiveness led to its introduction in seven other countries, demonstrating incremental acceptance and integration of innovative approaches in law enforcement. Best practices in law enforcement and alternative development were disseminated at the regional and national levels. Future evaluation of alternative development activities would focus on indicators to better assess the link between drugs and development.

(d) The provision of support to meetings of the Heads of National Drug Law Enforcement Agencies and a law enforcement meeting of the Commission on Narcotic Drugs facilitated regional and international cooperation in ancillary law enforcement and increased the exchange of operational and strategic information at cross-border and regional levels; the promotion of operational cooperation between law enforcement agencies; the facilitation of joint operations such as controlled deliveries; and the promotion and adoption of best practices in law enforcement by participating countries. The Heads of National Drug Law Enforcement Agencies forums led to follow-up meetings of technical experts to address specific issues of regional significance to further strengthen cooperation on supply reduction.

(e) Continuous monitoring of the international trade in precursor chemicals used in the illicit manufacture of cocaine and heroin through Operations Purple and Topaz, supported by law enforcement projects that improved precursor controls at the national and regional levels, contributed to the reduction of the illicit cultivation of coca bush, the cannabis plant and the opium poppy. Countries were supported in adopting national master plans and specific drug control strategies based on innovative approaches and more effective measures, resulting in reduced cultivation of illicit crops, as evidenced by the reduction in the total area under illicit coca cultivation in its main growing areas and the reduction of illicit opium poppy cultivation in some areas. Rising levels of cannabis seizures indicate a continuing increase in cannabis cultivation and the need for more effective monitoring systems.

Objective 2

15.9 (a) Project Prism has enhanced the effectiveness of control and law enforcement mechanisms preventing the diversion of chemicals used in the production of amphetamine-type stimulants, including the establishment of national master plans and specific drug strategies addressing the key issues of illicit manufacture, trafficking and abuse of amphetamine-type stimulants and their precursors. Feedback on progress was positive and commitment to the targets set by the General Assembly was restated by the Commission on Narcotic Drugs in 2003, reflecting the importance of support for their efforts.

(b) The guidelines, technical data, reference standards, materials and equipment that were provided facilitated improvement in drug analysis and laboratory services worldwide. The number of Governments having access to

quality laboratory services increased to 61. The International Quality Assurance Programme resulted in an increased awareness of good laboratory practices and an improved capacity of national drug-testing laboratories to support law enforcement activities. Thus, 83 per cent of 105 national laboratories actively participated in the Programme compared with 75 per cent in the previous period. Improvements in national drug-testing services were fostered by workshops on specific areas of concern. Systematic and targeted follow-up is needed to sustain quality results.

(c) Through the continued distribution of drug and precursor kits, law enforcement officers were better equipped to identify drugs and precursors, resulting in increased detection and seizure of controlled substances. The kits enhanced law enforcement effectiveness by enabling the cocaine and heroin seizures to be swiftly identified. As evidence of its impact and usefulness, 570 drug and precursor kits were provided at the request of law enforcement authorities in 30 countries. Specific training on their use was provided as part of law enforcement training courses in Central Asia and was widely disseminated through computer-based law enforcement training programmes. Results in those countries facilitated regional production in Latin America and Central Asia.

15.10 *Implementation rate*. The above results are based on the implementation of 58 per cent of 72 mandated outputs: 5 outputs, or 7 per cent, were postponed owing to regular budget post vacancies; 4 outputs, or 6 per cent, were due to be implemented in early 2004; 5 outputs were terminated owing to regular budget post vacancies; 2 outputs were terminated owing to a shortage of extrabudgetary funds; 5 outputs were terminated owing to obsolescence; 5 were terminated in an effort to streamline the number of reported outputs; and 4 were reprogrammed for the next biennium.

Section 16
Economic and social development in Africa*

Subprogrammes: 1. Facilitating economic and social policy analysis; 2. Promoting trade and mobilizing finance for development; 3. Enhancing food security and sustainable development; 4. Strengthening development management; 5. Harnessing information for development; 6. Promoting regional cooperation and integration; 7. Promoting the advancement of women; 8. Supporting subregional activities for development

Highlights of programme results

The Economic Commission for Africa facilitated consensus-building around key African development challenges and the articulation of common African perspectives and positions as the basis for engagement with the international community. The annual Conference of African Ministers of Finance, Planning and Economic Development was transformed from a process-oriented meeting into an issues-based forum for thematic debate on development issues. The 2002 Conference was the first opportunity for high-level consideration of the operational implications of the New Partnership for Africa's Development. Ministers at the 2003 Conference discussed mutual accountability and policy coherence and encouraged ECA to develop further, jointly with the Organisation for Economic Cooperation and Development, a ground-breaking framework for joint review of development effectiveness. Consensus-building was facilitated through the modalities initiated by the African Development Forum for establishing an African-driven development agenda that reflects consensus among major partners.

Systematic information outreach was enhanced by the production and distribution of poverty reduction strategy papers of the African Learning Group focused on best practices in and challenges to the implementation of poverty reduction strategies. ECA facilitated the participation of civil society, parliamentarians, the media and African academics in the first phase of the World Summit on the Information Society by preparing African position papers and providing relevant input. The launching of the World Summit on the Information Society African Academia Research Network, which was aimed, among other things, at building the research capacity of academia on key issues related to the information society in Africa and at strengthening scholarship in areas most significant to African countries, marked the high point of ECA achievements at the Summit.

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 16)) and in General Assembly resolution 56/253, annex I, paras. 59-63. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

Awareness of the challenge of HIV/AIDS was enhanced by the work of the Commission on HIV/AIDS and Governance in Africa. It was the first effort in Africa to examine the epidemic in all its aspects, with the focus on assessing the impact of human capacity losses on the maintenance of State structures and economic development; determining the viability of using anti-retroviral medication as a mitigation tool; and, in partnership with the United Nations and other organizations and agencies, synthesizing best practices in HIV/AIDS and governance in key development areas aimed at policy recommendations.

ECA facilitated the work of the Pan-African Implementation and Partnership Conference on Water, the culmination of sustained efforts by the United Nations Water/Africa group to mobilize political, institutional and financial support for the African water sector. The conference focused on advancing the commitments made at the World Summit on Sustainable Development by providing the platform for African countries, the international community and the United Nations agencies to coordinate regional initiatives aimed at securing basic needs and protecting the environment.

ECA supported the participation of African delegates in the Fifth Ministerial Conference of the World Trade Organization by providing position papers to enhance their understanding of the issues and to defend their negotiating positions. The Post-Cancun Expert Group Meeting for African Trade Negotiators and Officials was organized. The African Trade Policy Centre was established to serve as a think tank for African trade-related issues and to strengthen the negotiating capacity of African policy experts and decision makers on issues of trade.

Implementation rate. The above results are based on the implementation of 87 per cent of 373 mandated outputs, taking into account that 20 of them were postponed and 29 were terminated for programmatic reasons. Most of the terminations were the result of a shift in priorities by Member States in the context of the New Partnership for Africa's Development, as well as revisions to the medium-term plan for 2002-2005, especially under programme 14, subprogramme 2. (Related tables are accessible in the electronic version of the report.)

The results of ECA are presented in more detail in *External Review of Economic Commission for Africa's Work* and its *Annual Report 2003*. (These documents are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Facilitating economic and social policy analysis

16.1 ECA achieved its target of seven African countries having formulated and implemented anti-poverty policies and strategies during the reporting period, which improved their economic performance ranking in the region, according to the *Economic Report on Africa*. The capacity of Member States for economic policy formulation and management was enhanced by creating the economic policy

sustainability index, enabling them to monitor their socio-economic development and implement appropriate policies. Internet downloads of the *Economic Report on Africa* increased by 18 per cent and *Harnessing Technologies for Sustainable Development* recorded 277,321 downloads by policy makers and researchers. The sharing of knowledge on poverty reduction was enhanced through the support for anti-poverty policies and strategies formulated and implemented in 24 countries.

16.2 *Implementation rate*. The above results are based on the implementation of 80 per cent of 25 mandated outputs, 3 of which were postponed and 2 of which were terminated for programmatic reasons.

Subprogramme 2
Promoting trade and mobilizing finance for development

16.3 (a) ECA enhanced the capacity of African countries for more successful trade negotiations, debt management and investment promotion in collaboration with other institutions operating in the region, resulting in more effective participation of member States in the WTO Geneva Africa Group and the strengthening of African common positions on trade negotiation issues in preparing for the Fifth Ministerial Conference of WTO. By its advocacy, ECA sensitized African countries and their intergovernmental organizations to the issues of economic cooperation and integration, which were translated into action plans by some member States. Technical assistance strengthened the capacity of member States and of the private sector to ensure greater competitiveness and sustainable growth in the region. Cross-divisional mechanisms for joint activities would be strengthened.

(b) Increased mobilization of financial resources for the development of Africa was achieved by efficient debt management and investment promotion. To that end, advisory services were provided to African countries and policy recommendations were provided in the ECA poverty reduction strategy papers as well as through debt management training at the African Institute for Economic Development. A workshop organized by ECA on African capital market development contributed to enhancing the ability of countries to mobilize and allocate resources to increase the rate of domestic savings and the inflow of foreign investments.

16.4 *Implementation rate*. The above results are based on the implementation of 55 per cent of 20 mandated outputs, 9 of which were terminated for programmatic reasons. Following revisions to the medium-term plan for 2002-2005, ECA subprogrammes were restructured and the issues of trade and finance were integrated into other subprogrammes for greater coherence and effective implementation.

Subprogramme 3
Enhancing food security and sustainable development

16.5 The capacity of Member States to formulate and implement policies and programmes on the nexus issues of food security, population and environment improved through the introduction of the population, environment, development and agriculture computer simulation model to participants in 10 African countries, 6 more than in the previous biennium. A survey in the 10 countries revealed that they had integrated nexus issues in their national development strategies. Since the

introduction of the PEDA model, the number of African countries whose policies were influenced by it increased to eight, an indication that many countries were to gain from using the model as an effective policy analysis tool. The interest of stakeholders in applying science and technology to achieve food security and sustainable development increased substantially as reflected by 6,898 downloads from the ECA Science and Technology Network web site, far exceeding the target of 1,000 established for the biennium.

16.6 *Implementation rate*. The above results are based on the implementation of 98 per cent of 41 mandated outputs.

Subprogramme 4
Strengthening development management

16.7 (a) Awareness of the importance of public-private partnership for development and transparent and accountable governance was enhanced through the completion of national survey reports under a governance project that involved the participation of 28 national institutions for upholding public accountability and transparency. Based on the findings and recommendations of the national reports, each surveyed country assessed against the established benchmarks, codes and indicators those gaps and deficiencies that had to be addressed by the responsible institutions to establish a conducive environment for public-private partnership. Instruments developed under the governance project helped African countries to make conclusions regarding the degree of transparency and accountability that was required for good governance in both the public and private sectors.

(b) The level of responsibility, ownership, accountability and transparency in public sector management was enhanced in 10 African countries through the organization and servicing of an ad hoc expert group meeting, which was attended by experts from national civil service organizations, as well as academic and research institutions. The participants adopted codes and standards of best practices in public service reforms and management developed by ECA to serve as a policy reference for member States.

(c) The capacity of civil society organizations at the national level to participate in the democratic and development processes in the region was strengthened through the implementation of seven action plans and programmes, which recommended three key focus areas relating to people's rights to participate in development and the governance process. Interaction among the public, private and non-governmental sectors was strengthened by promoting the role of civil society organizations fostering ethics and accountability to ensure quality public service delivery and through enhanced partnership among the private and public sectors and NGOs.

16.8 *Implementation rate*. The above results are based on the implementation of 52 per cent of 33 mandated outputs, taking into account that 6 of them were postponed and 10 terminated as a result of changes in the schedule of the fourth African Development Forum and the implementation of the continent-wide governance project to assess and monitor progress towards good governance in Africa.

Subprogramme 5
Harnessing information for development

16.9 (a) The level of national planning in the field of information and communications infrastructure was increased through the development of e-strategies, which led to an increase of 5, for a total of 28, countries with national information and communications infrastructure plans and strategies. Overall, 5 countries completed their national information and communications infrastructure policies and plans; 13 countries embarked on developing them; 2 countries completed the SCAN-ICT project; and 3 subregional organizations harmonized and coordinated information and communications infrastructure policies and initiatives. The improving regulatory environment for delivery and application of information and communications infrastructure by the public and private sector was evidenced by the increased number of requests by countries for assistance in the formulation of sectoral information and communications infrastructure policies and plans.

(b) ECA contributed to improved ability and enhanced quality of statistical data and improved capacity for the implementation of statistical information systems at the regional, subregional and national levels through the publication of the annual *African Statistical Yearbook*, the African socio-economic indicators for 2003 and the Compendium of Intra-African and Related Foreign Trade Statistics 2003 for use by policy makers, planners, researchers, development agencies, NGOs and intergovernmental organizations. Enhanced quality of statistical data was achieved through peer reviews of ECA statistical publications by national statistical offices and major partners. The updating of the different modules of the ECA multisectoral database significantly improved the national, subregional and regional capacities in developing statistical information systems.

(c) Cooperation and networking for sharing development and socio-economic information among policy makers, researchers, the private sector and all stakeholders involved in development and poverty alleviation was significantly improved by developing mechanisms and frameworks for national and regional cooperation and networking in the area of information for development. As a result of the awareness and information-sharing enhanced through ECA conferences, workshops, seminars, advisory services and policy papers, 12 institutional arrangements were established, which include a Committee on Development Information national committee, 8 national information and communication infrastructure national committees and 2 World Summit on the Information Society national committees, including the launching of 19 regional network initiatives, the third African Technical Advisory Committee, the African Stakeholders' Network, the First and Second Media Forums and the first World Summit on the Information Society regional preparatory meeting at Bamako.

(d) An increase in connectivity of African countries resulted from the favourable information and communications infrastructure environments that emerged from the adoption of national information and communications infrastructure policies. Burkina Faso, Côte d'Ivoire and Rwanda made significant progress in terms of Internet host counts (0 to 259) since the information and communications infrastructure policy document was adopted. The SchoolNet Africa initiative, a direct outcome of the African Development Forum, witnessed an increase from 23 to 30 in the number of countries participating in the projects as well as in the number (from 138 to 2,070) of schools benefiting from the

information services. Altogether, 30 SchoolNet projects were established, which further contributed to increased Internet connectivity in African schools. An ECA survey identified 706 government web sites in Africa in 2002, compared with 88 in 1999.

16.10 *Implementation rate*. The above results are based on the implementation of 92 per cent of 53 mandated outputs, with 4 terminations for programmatic reasons.

Subprogramme 6
Promoting regional cooperation and integration

16.11 (a) Substantive progress was made at the national, subregional and regional levels in the emplacement of the various institutional arrangements required for the establishment of the African Economic Community through the ECA advocacy programmes to sensitize African countries and their intergovernmental organizations to issues of economic cooperation and integration. Those efforts resulted in measures by member States to translate into action decisions that had remained unimplemented for years. By launching the Assessment of Regional Integration in Africa, ECA provided an effective tool to assist member States in the implementation of the provisions of the African Economic Community/African Union.

(b) ECA enhanced the capacity of member States for policy formulation and programme development for the effective exploitation of mineral, energy and water resources through the conceptualization of the Africa Mining Partnership as a tool to implement the mining chapter of the New Partnership for Africa's Development. The Africa Mining Partnership, which is focused on artisanal and small-scale mining development, harmonization of mining policies, mineral beneficiation, environment and sustainable development, human resources development and promotion of foreign investment and indigenous partnerships in mining ventures, achieved its target of eight countries participating in the Partnership.

(c) The adoption by the African Ministers' Council on Water of the Principles of Integrated Water Resources Management, which were endorsed during the Pan-African Implementation and Partnership Conference on Water in 2003, resulted in the increased, effective and harmonized utilization of transboundary water resources and in the promotion of the goals of the African Water Vision for 2025. ECA was instrumental in establishing the African Ministers' Council on Water and was one of the key partners in organizing the Pan-African Implementation and Partnership Conference on Water.

(d) Substantial progress was made in the implementation of the frameworks of action adopted by the Conference of African Ministers of Transport and Communication, especially in the area of transportation infrastructure development and in the establishment of an efficient and integrated transport and communications system as a basis for the physical integration of Africa and to facilitate national and international traffic in the region. ECA was instrumental in the preparation and adoption of competition rules for air transport liberalization in the Common Market for Eastern and Southern Africa, the Southern African Development Community, and the East African Community and played a lead role in the incorporation of the new air transport policy into the national policies of member States.

16.12 *Implementation rate*. The above results are based on the implementation of 94 per cent of 47 mandated outputs, with 1 postponement and 2 terminations for programmatic reasons.

Subprogramme 7
Promoting the advancement of women

16.13 Awareness of the need to mainstream a gender perspective into national development policies and programmes, including the budgetary process, was enhanced by strengthening national institutional mechanisms for the advancement of women in the political and economic spheres in 11 targeted countries. Furthermore, ECA enhanced the capacity of 21 countries to evaluate progress made in mainstreaming gender perspectives in their policies, plans and programmes within the framework of the 10-year review of progress made in implementing the Beijing Platform for Action. Six countries fully adopted and implemented the easy reference guide and gender-aware model as tools for integrating gender into national accounts and national budgets. The *African Women's Report*, based on the African Gender and Development Index, confirmed that progress had been made towards gender equality in at least 65 per cent of African countries as measured through the participation of 21 countries in the training programme on monitoring and evaluation organized by the African Centre for Gender and Development.

16.14 *Implementation rate*. The above results are based on the implementation of 96 per cent of 23 mandated outputs.

Subprogramme 8
Supporting subregional activities for development

16.15 The capacity of the regional economic communities in the areas of policy formulation and programme management was significantly enhanced through discussions facilitated on the institutional issues that impinged on the progress of economic integration in the five subregions. Specifically, the discussions concentrated on building institutional capacity for enhanced conceptualization, planning and management of economic integration programmes; facilitating policy dialogue, especially in macroeconomic policy harmonization and convergence, trade liberalization, monetary cooperation and advocating best practices in cross-cutting areas such as information and communications infrastructure, gender and environmental sustainability; and supporting peace-building and post-conflict reconstruction. The capacity of member States to implement the New Partnership for Africa's Development was also enhanced through the provision of 25 advisory services and technical assistance to them and through the assessment of the implications of the New Partnership agenda for national policies as well as the formulation of 3 subregional strategies for infrastructures development. Fifteen common policy measures and institutional arrangements on integration, as targeted, were established by member States in their respective subregions as a result of capacity-building and related assistance provided by ECA to the regional economic communities.

16.16 *Implementation rate*. The above results are based on the implementation of 92 per cent of 131 mandated outputs. Eight were postponed and two were terminated for programmatic reasons.

Section 17
Economic and social development in Asia and the Pacific*

Subprogrammes: 1. Poverty and development; 2. Statistics; 3. Trade and investment; 4. Transport and tourism; 5. Environment and sustainable development; 6. Information, communication and space technology; 7. Social development, including emerging social issues

Highlights of programme results

The achievements are structured along three cross-cutting themes.

In the area of poverty reduction, countries were supported in enhancing their ability to better design and implement effective pro-poor policies and strategies. Forty-seven countries assessed the progress made and obstacles encountered in meeting the Millennium Development Goals with a special focus on poverty reduction and related issues in the region. Six countries implemented or revised pro-poor development policies, three of them formulating new policies that directly addressed the poverty issues on which the Economic and Social Commission for Asia and the Pacific provided research. The enhanced regional cooperation resulted in the incorporation of poverty eradication practices promoted by ESCAP into five local programmes in three countries.

In the area of managing globalization, countries were supported in enhancing their ability to better design and implement policies and strategies, allowing them to benefit fully from globalization. The contribution of ESCAP to the accession of three countries to the World Trade Organization was acknowledged by high-level intergovernmental bodies. The Intergovernmental Agreement on the Asian Highway Network was adopted. A framework for regional cooperation on bridging the digital divide was established with the adoption of the Tokyo Declaration at the Regional Ministerial Preparatory Conference for the World Summit on the Information Society organized by ESCAP. In line with the Millennium Development Goals of ensuring environmental sustainability, seven countries were assisted in increasing their national energy planning capacity. Five countries were supported in establishing multi-stakeholder national teams to facilitate the introduction of strategic planning and management into national policy-making.

On the theme of emerging social issues, efforts were focused on fostering the ability of countries to better design and implement policies and strategies to promote equal opportunities for the productive participation of all social groups and overall improvement of the quality of life. The Asian and Pacific Decade of Disabled Persons was extended for another decade (2003-2012) under the auspices of ESCAP. The Biwako Millennium Framework for Action towards an Inclusive, Barrier-free and Rights-based Society for Persons with Disabilities in

* Expected accomplishments and indicators of achievement can be found in the report of ESCAP on the realignment and implementation of the programme of work 2002-2003 (E/ESCAP/1285/Add.1), as approved by the Commission (see E/2003/39-E/ESCAP/1298, paras. 17-27). (These documents are accessible in the electronic version of the report.)

Asia and the Pacific was signed by 46 countries. The related draft convention, developed by government and non-governmental organization experts in collaboration with ESCAP, was used as the basis for formulating the proposed international convention on the protection and promotion of the rights and dignity of persons with disabilities. The regional action plan on follow-up to the Declaration of Commitment on HIV/AIDS was adopted by all ESCAP members and associate members, stepping up their efforts to mainstream HIV/AIDS in national development plans and policies.

Implementation rate. The above results are based on the implementation of 89 per cent of 980 mandated outputs. (Related tables are accessible in the electronic version of the report.)

The results of the programme are set out in greater detail in document E/ESCAP/1285 and the annex thereto and the annual report of ESCAP for 2002/03 (E/2003/39-E/ESCAP/1298). (These documents are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Poverty and development

17.1 (a) The analytical, policy and operational capabilities of ESCAP supported the assessment by member States of the progress made and obstacles to meeting the Millennium Development Goals in the region, with a special focus on poverty reduction and related issues. Twelve best practices for reducing poverty were identified by the secretariat and reviewed by member States. Eighteen countries participated in the launching of the annual economic and social surveys, fostering better understanding at the national level of the role of public expenditure in providing education and health care, as well as of policy options related to the environment-poverty nexus. Feedback from the delegates indicated that ESCAP had provided useful inputs and analyses for policy deliberations, including those related to poverty reduction. The ESCAP policy analyses and recommendations were cited in regional and global media.

(b) Six countries were assisted in implementing or revising their pro-poor development policies. Three of them introduced new development measures that directly addressed the poverty issues researched by ESCAP, including structural reform aimed at poverty reduction (Thailand), increased budget allocation for rural development programmes (India) and budget allocations aimed at alleviating poverty by stimulating business (Indonesia).

(c) Regional cooperation to target poverty in the Pacific region was strengthened by the agreement reached in December 2003 by nine Pacific island countries to initiate the formulation of a regional action plan for urban management with the assistance of ESCAP. Eight countries replicated good practices promoted by ESCAP in the area of poverty reduction. The poverty eradication practices promoted by ESCAP, which are the concrete results of enhanced regional cooperation, were incorporated into five local programmes in Cambodia, Nepal and Pakistan.

17.2 *Implementation rate*. The above results are based on the implementation of 89 percent of 150 mandated outputs.

Subprogramme 2
Statistics

17.3 (a) Twelve more countries (including nine developing ones) were enabled to provide data on at least one poverty indicator. To advance national statistical capacity-building and clarification of related concepts, intergovernmental consultations were facilitated and methodological and technical support (including on poverty mapping) and advisory services were provided. All 450 respondents (from 29 countries) to the ESCAP end-of-biennium survey indicated that their participation in ESCAP workshops and activities had increased their statistical expertise; 78 per cent of them indicated that ESCAP activities had contributed significantly to their statistical capacity in poverty measurement.

(b) The increased capacity of countries to provide the required data on national economic and social development was exemplified by 22 countries having achieved significant milestones in implementing the 1993 System of National Accounts. In one country, the benchmark estimates of the value added in different industries were calculated for the first time. All 450 respondents to the ESCAP end-of-biennium survey indicated that ESCAP activities had increased their relevant national statistical capacity; 72 per cent of all respondents and 85 per cent of respondents from the least developed, landlocked, and island developing countries indicated that such increase had been significant. With assistance in gender statistics, eight more countries carried out time-use surveys to access women's contribution to the economy.

(c) The 10 per cent increase in the availability of comparable statistical data in the region, achieved over the past three years and published in the ESCAP annual publication *Asia-Pacific in Figures*, was facilitated through technical meetings and advisory services promoting the use of common statistical standards. Member States emphasized that ESCAP meetings had provided unparalleled forums for discussing issues of common interest in statistics and influencing national-level decisions.

(d) As a result of the provision of technical assistance in the area of systematic information technology planning by Governments, 75 per cent of the 450 respondents to the ESCAP end-of-biennium survey indicated that their offices had adopted information technology plans and strategies. Armenia and Sri Lanka were helped in the comprehensive upgrading of the web sites of their national statistical offices. Technical assistance enhanced the application of new technology in the collection, processing, dissemination and presentation of population data, including more extensive use of the Internet for the cost-effective and user-friendly dissemination of data.

17.4 *Implementation rate*. The above results are based on the implementation of 98 per cent of 173 mandated outputs.

Subprogramme 3
Trade and investment

17.5 (a) Armenia, Cambodia and Nepal were assisted in acceding to WTO, the latter two being the first least developed countries in the world to do so. This

assistance was acknowledged by countries in intergovernmental forums. The impact of advisory services and group training organized for government officials was reflected in the increase from 38 in 2002 to 70 in 2003 in the number of negotiating proposals submitted by ESCAP developing country members to the relevant negotiating groups at WTO. A network of nine countries in the process of acceding to WTO was set up for sharing lessons learned and good practices.

(b) The increased participation of ESCAP countries in regional trading agreements was supported, particularly with regard to the Bangkok Agreement, a preferential tariff arrangement aimed at promoting intraregional trade, the scope of which more than doubled. Countries were supported through the provision of capacity-building assistance in the third round of negotiations, with the goal of significantly deepening and widening the concessions available under the Agreement, as it progressed to the final stages during the biennium.

(c) Of the 20 countries involved in the ESCAP training programme, 13 introduced new trade efficiency measures during the biennium. The Declaration on Electronic Commerce for Development was adopted by 34 countries of the region, with the aim of further promoting e-commerce to enhance trade efficiency and competitiveness at the national level. In this connection, ESCAP provided relevant information in response to 873 requests from trade support agencies and other stakeholders. The number of visits to the ESCAP trade and investment web page increased sixfold, to over 550,000 compared with 2001.

(d) Workshops organized in connection with the Forum for Comprehensive Development of Indochina contributed to enhanced national capacity in removing impediments related to investment by training over 200 officials of central, provincial and municipal governments in the more effective promotion and facilitation of foreign direct investment projects. The resulting knowledge of relevant operational modalities and institutional set-up was extended to government officials from the Central Asian countries through their participation in a regional round table and study tour.

(e) Efforts to enhance the capacity of national institutions assisting small and medium-sized enterprises to increase their export competitiveness resulted in the implementation of a project to promote business incubator systems and in two (Mongolia and Nepal) of the six participating countries setting up their first incubator systems. Such systems help entrepreneurs in starting up and developing companies by providing business planning services, managerial advice and access to business networks, among other things. Syllabuses and course materials on the management of private enterprises were developed and used by national chambers of commerce in various countries in their own training and capacity-building activities. Altogether 23 training activities attended by over 1,000 participants were organized, including the course for small and medium-sized enterprises at which managers from 500 enterprises (including 100 women entrepreneurs) were trained in modern methods of private enterprise management.

17.6 *Implementation rate*. The above results are based on the implementation of 90 per cent of 136 mandated outputs.

Subprogramme 4
Transport and tourism

17.7 (a) The active support provided in connection with the adoption, in November 2003, of the Intergovernmental Agreement on the Asian Highway Network resulted in the expansion of the geographic coverage and capacity of the Asian Highway. The provision of technical assistance made possible a demonstration run of a container block train between Tianjin Port in China and Ulaanbaatar, setting the baseline for future commercial services on the Trans-Asian Railway northern corridor and the identification of specific Asian cargo for export to Europe. The integration of transport networks was improved as a result of the investment by four countries in completing missing Trans-Asian Railway links and the promotion of linkages between two other countries. Advisory services had a positive impact on the commercial development of ports in three other countries as logistics centres and on the adoption by another country of ESCAP recommendations on formulating a plan to develop a maritime hub.

(b) National and private sector entities in seven countries were assisted in taking concrete action to increase stakeholders' participation in the areas of urban transport and HIV/AIDS prevention in the maritime industry. The Bangkok Metropolitan Administration agreed to use the ESCAP methodology on participatory approaches to urban transport planning and policy formulation. The National Centre for Transportation Studies in the Philippines will also include this methodology in its curricula. In the area of HIV/AIDS prevention in the maritime industry, the training module developed by ESCAP has been integrated into the curricula of national maritime institutes in three countries and is also being used by the private sector as part of workplace policies in four countries.

(c) Four countries were assisted in acceding to the various conventions related to transport facilitation. The cost/time-distance methodology developed by ESCAP to identify bottlenecks in the transport process provided the basis for a framework of recommendations and an action plan for transit transport cooperation among landlocked and transit countries. The methodology was widely endorsed by Governments and facilitation-related agencies, including the World Bank. The Federation of Freight Forwarders Associations of the Association of South-East Asian Nations decided to incorporate the ESCAP training material on multimodal transport and logistics into a common training programme for ASEAN countries. Other concrete measures for the removal of physical and non-physical bottlenecks in the transport process included the establishment of a trade and transport facilitation committee by Mongolia to address relevant international trade and transport issues following a recommendation by ESCAP.

(d) Under the ESCAP Plan of Action for Sustainable Tourism Development in the Asian and Pacific Region (1999-2005), assistance was provided to 18 countries (5 more than in the previous biennium) in connection with the adoption of the concept of sustainable tourism development, to 8 countries in the development of tourism master plans, with a focus on ecotourism, and on strategies and programmes on environmental management of tourism, and to 9 countries on human resources development in the tourism industry. Two countries were supported in implementing measures aimed at encouraging private sector participation and facilitating the public-private partnership in the tourism sector, and two more received support in connection with the adoption of programmes aimed at

preserving and developing cultural heritage for tourism purposes. Feedback from member States indicated the usefulness of information provided on the ESCAP web site for developing strategies and policies to foster the sound and sustainable development of tourism.

(e) With ESCAP acting as the coordinating agency, a solid framework for cooperation has been established through the Network of Asia-Pacific Education and Training Institutes in Tourism. The Network grew to 168 members in 39 countries and areas, with 48 new institutes joining during the biennium. Its members made a number of formal arrangements for bilateral cooperation through memorandums of understanding related to personnel and student exchanges, joint research and seminars in nine countries of the region. Assistance is provided in enhancing the Network's effectiveness in promoting cooperation in tourism education and training.

17.8 *Implementation rate*. The above results are based on the implementation of 96 per cent of 100 mandated outputs.

Subprogramme 5
Environment and sustainable development

17.9 (a) Enhanced national capability for negotiation and effective compliance with major multilateral environmental agreements was supported in 33 countries, including 6 Pacific island developing countries, 7 countries with economies in transition and 10 least developed countries. Six countries introduced at least one policy or measure to implement, comply with or enforce multilateral environmental agreements such as the United Nations Framework Convention on Climate Change, the Convention on Biodiversity and the United Nations Convention to Combat Desertification. Because of the broad range of factors involved in implementing multilateral environmental agreements at the national level and in complying with them, it is necessary to maintain the network of regional experts and training resources targeted at local authorities, civil society, NGOs and the private sector.

(b) With assistance from donors, ESCAP established and strengthened the North-East Asian Centre for Environmental Data and Training, which harmonized the methodology for the collection, management and analysis of data among six countries. Through the North-East Asian Subregional Programme for Environmental Cooperation, the capacity of 100 national policy makers and experts from those countries was enhanced in the areas of monitoring and assessment of environmental and development trends, particularly in relation to air pollution. The number of countries providing inputs towards the preparation of the regional assessment of the state of environment in Asia and the Pacific increased from 36 to 51.

(c) Through technical cooperation, national energy planning capacity was strengthened in seven countries. Five countries were assisted in establishing national teams to facilitate the introduction of a strategic planning and management approach to national policy-making. More than 100 experts and policy makers were trained by the national teams to formulate and implement policies and plans for sustainable energy development using ESCAP guidelines and training materials that were translated into three local languages. With the assistance of ESCAP, detailed studies on and recommendations for improved energy policy-making were made by the national teams for consideration by policy makers.

(d) Seven countries that received capacity-building assistance in the form of training and advisory services introduced or improved national energy-related policies and plans: two countries revised their renewable energy policies; three countries increased their technical capacity to promote energy efficiency through institutional arrangements; and two countries adopted measures to increase access to basic energy services by the poor.

(e) ESCAP studies, pilot projects and guidelines contributed to strengthened national capacity for strategic planning and management of water resources and improved access to safe drinking water. A total of 27 countries introduced or revised policies for improved access to safe drinking water. In 18 countries, public awareness of water conservation was increased, and national capacity for strategic planning and management of water resources was achieved through the translation of publications and guidelines into local languages.

(f) Seven countries were assisted in taking steps to increase the participation of stakeholders in the planning and management of the environment, water resources and energy resources. A group of experts was trained to become the main driver at the national level for initiating relevant activities involving multi-stakeholder participation. Three countries were helped to produce detailed studies of their institutional set-up and recommendations for improved policy-making based on the concept of strategic planning and management. In three countries, in partnership with the Government, the private sector and local communities, resource facilities were established to promote pro-poor public-private partnerships for sustainable conservation of biodiversity, water supply schemes and renewable energy resources.

(g) Workshops to enhance national capacity in the area of formulating national action plans for water-related natural disaster mitigation and preparedness benefited 22 Governments, with 7 countries reporting significant progress in that regard. The regional workshop led to the adoption by 14 members of the Typhoon Committee of a common road map on the implementation of the hydrological component of the new regional cooperation implementation plan.

17.10 *Implementation rate*. The above results are based on the implementation of 86 per cent of 112 mandated outputs.

Subprogramme 6
Information, communication and space technology

17.11 (a) Ten developing countries received capacity-building assistance in the development of national information and communication technology policies and regulatory frameworks. The assistance provided in connection with the adoption of the Tokyo Declaration by the Regional Ministerial Preparatory Conference for the World Summit on the Information Society resulted in the establishment of a framework for regional cooperation on bridging the digital divide. Inter-agency cooperation, with ESCAP in a leading role, resulted in successful regional preparations for the Summit and the formulation of a regional road map towards an information society.

(b) Regional cooperation was enhanced in ICT applications related to the competitiveness of products and services through the identification and promotion of good practices in e-business development among small and medium-sized

enterprises. A number of good practices in the use of ICT by such enterprises were identified in four countries and a needs assessment was conducted for e-business development in one country. In follow-up to the regional workshop on promoting training in ICT, plans have also been made to establish two subregional training centres to provide financial and technical support to countries in their ICT-related capacity-building and development of human resources.

(c) Two regional workshops on disaster management, in which 21 countries participated, contributed to enhancing regional cooperation on space technology applications to support national disaster management efforts. Fifteen countries expressed an interest and made a conditional commitment to participate in regional cooperation on disaster-related activities, and four countries offered to support disaster-related training activities and to consider sharing expertise in space applications for natural disaster management. The effective functioning of the Regional Space Applications Programme for Sustainable Development provided the framework for cooperation.

(d) A set of concrete recommendations, including on the roles of government, international organizations, the private sector and local communities, resulted from poverty reduction workshops and will serve as the basis for formulating regional guidelines on the application of ICT to meet the needs of the rural poor. The workshop on ICT-based poverty mapping resulted in the preparation of a regional compendium of poverty-mapping methods and recommendations on using ICT to improve, among other things, data quality, regional networking and training and research.

(e) Three regional cooperative projects conducted under the Regional Space Applications Programme for Sustainable Development enhanced national capacity in the use of information and space technologies for environmental protection and sustainable development. Under the projects, officials from 16 countries were trained in the application of remote sensing, geographic information systems and modelling applications for sustainable development planning and natural resources management. In collaboration with FAO, ESCAP contributed to building the capacity of seven countries with the aim of developing a subregional multi-purpose environmental and natural resources information base.

17.12 *Implementation rate*. The above results are based on the implementation of 93 per cent of 46 mandated outputs.

Subprogramme 7
Social development, including emerging social issues

17.13 (a) The results of a survey of participants taken at the first session of the Committee on Emerging Social Issues indicated that Governments in the region accorded a higher priority to addressing health (especially in the area of HIV/AIDS), gender and disability issues. Fourteen countries reported that greater priority was accorded to mainstreaming gender issues in development policies. One country decided at the highest level on a national HIV/AIDS strategy for 2003-2007. Technical assistance contributed to concrete steps towards the extension of human rights protection to persons with disabilities in 27 countries and the incorporation of the issue of ageing as an integral part of the national development plans of 10 countries. A total of 2,133 participants, representing every country of the region,

benefited from a range of policy-oriented workshops on ageing and demographics, child protection, adult literacy, gender mainstreaming and HIV/AIDS.

(b) Advisory services enhanced the national capacity of 15 countries in policy planning and analysis related to follow-up on regional plans of action and international agreements, including on ageing, health, human resources development, gender equality and population and poverty. ESCAP trained 16 government officials from the Maldives and 20 staff from statistical and research institutes in Kazakhstan in population and sectoral projections. In response to a survey of government representatives at the first session of the Committee on Emerging Social Issues, 12 out of 17 countries reported that ESCAP assistance had supported effective programme planning.

(c) Best practices in addressing social development, including emerging social issues, were compiled in 10 countries that had formulated plans of action and implementation strategies to address ageing in their national development policies as a result of ESCAP advocacy and capacity-building activities. The set of recommendations contained in the Bangkok draft on rights-based approaches to disability, resulting from regional cooperation and the sharing of good practices, was used as a key working document for the preparation of the international convention on the protection and promotion of the rights and dignity of disabled persons. A resource publication on good practices related to political and legal instruments to combat human trafficking in Asia was disseminated to academic institutions, non-governmental organizations and other international organizations. Good practices on measures to eliminate violence against women were promoted in a subregional workshop, during which 88 per cent of 27 government and civil society participants indicated the usefulness and relevance of the good practices shared.

(d) Training was provided to build capacity to deliver more effective health and social services to socially marginalized groups. The 120 master peer educators trained in six countries are to reach over 3,600 young people vulnerable to HIV/AIDS under the project on integrating the health concerns of youth into non-formal education. Three countries conducted the ESCAP national courses in conflict negotiation skills for youth and carried out follow-up training and awareness-raising for more than 130 youth workers and trainers from Governments and NGOs, reaching over 4,000 young people. Following the ESCAP subregional training course on reducing drug abuse and delinquency among youth, four countries initiated the development of pilot training programmes for community members, peer educators and service providers. Evaluation showed that the ESCAP national course on psychosocial and medical services for sexually abused and exploited children and youth had greatly enhanced national capacity in designing, managing and evaluating different types of services for young victims and children at risk for sexual abuse and sexual exploitation. Training guides and materials developed by ESCAP on life skills, HIV/AIDS, substance use and sexual abuse were considered by users as practical and relevant and are being translated into seven local languages.

(e) Policy advice and technical assistance contributed to improvements in multisectoral collaboration among Governments, civil society and international organizations as reflected in 47 review papers submitted to the Committee on Emerging Social Issues at its first session, in 2003. As a result of the regional

inception workshop to promote investment in health, five countries expressed an interest in adopting the recommendations proposed during the workshop to scale up health interventions through multi-ministerial collaboration. In the area of population and ageing, 25 countries participated in the development of the Shanghai Implementation Strategy, which incorporates recommendations in four key areas requiring multisectoral collaboration to effectively address ageing issues.

(f) The impact of the work of ESCAP is demonstrated by the fact that 15 out of 17 countries surveyed during the first session of the Committee on Emerging Social Issues reported increases during the biennium in the number of government policies and directives addressing the gender dimension, HIV/AIDS-related issues and disability concerns, including the appointment of relevant national focal points. ESCAP organized a series of regional symposiums, workshops and advisory services to promote gender mainstreaming in all policy areas, including on the ratification of the Convention on the Elimination of All Forms of Discrimination against Women. After receiving this assistance, three countries ratified the Convention, one country established a national commission for women and a ministry for women and social welfare, another country adopted a landmark family law bill, and seven Governments stated their commitment to gender-responsive budgeting. Facilitation of the adoption of the regional action plan on follow-up to the Declaration of Commitment on HIV/AIDS promoted the mainstreaming of HIV/AIDS in national development plans and policies. The advocacy and assistance provided in the area of disability contributed to 5 countries signing the Proclamation of the Full Participation and Equality of People with Disabilities in the Asian and Pacific Region, bringing the number of signatories to 46, and 2 countries officially launching a national decade of disabled persons, following the ESCAP proclamation of the second Asian and Pacific Decade of Disabled Persons (2003-2012).

17.14 *Implementation rate*. The above results are based on the implementation of 82 per cent of 263 mandated outputs; 45 outputs were terminated by the Commission when the ESCAP programmatic structure was realigned.

Section 18
Economic development in Europe*

Subprogrammes: 1. Environment; 2. Transport; 3. Statistics; 4. Economic analysis; 5. Sustainable energy; 6. Trade, industry and enterprise development; 7. Timber; 8. Human settlements

Highlights of programme results

The economic integration of countries members of the Economic Commission for Europe was promoted through the development and adoption of conventions, norms and standards in five major sectors. In the transport sector, 5 new instruments and 14 sets of amendments to existing ones were adopted. The contracting parties to ECE legal instruments increased by 29 (including 9 non-member countries). In the environmental area, 3 new protocols, 5 new guidelines and 40 new recommendations were adopted, and there were 53 ratifications of ECE environmental conventions and protocols. By the end of 2003, 68 countries and all major commodity trading companies had adopted the United Nations Framework Classification for Reserves/Resources: Solid Fuels and Mineral Commodities, and the ECE guidelines on reforming energy prices and subsidies were adopted. During the biennium, 10 new or revised recommendations on trade facilitation and 38 new or revised recommendations on agricultural produce were adopted. In the field of economic analysis, the regional implementation strategy on ageing, containing 10 commitments, was adopted at the ECE Ministerial Conference on Ageing, held in Berlin in September 2002. ECE normative activities had an increasingly global outreach, with agreements and other standards having been adopted and/or used by non-ECE countries. Moreover, the results of the Commission's normative work in some areas were developed into European Union directives, which required European Union members to align national legislation with them.

The effective implementation of ECE norms, standards and recommendations in the countries with economies in transition was furthered in all relevant sectors. Environmental performance reviews in six countries led to the adoption of 50 to 60 recommendations per country for better environmental management. Recommendations on land administration in three countries were approved and approximately 30 per cent were implemented within one to two years of adoption. Examples of countries in which capacity-building activities were aimed at the effective implementation of trade facilitation standards are the Republic of Moldova and Ukraine, where new parastatal institutions were created to strengthen their participation in the wider European and international economy. With technical cooperation provided by ECE, 15 countries with economies in transition increased their capacity in the areas of implementation of

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 18)). (This document is accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

intellectual property rights, Internet enterprise development and management of real estate markets; 7 of them adopted concrete measures, such as revisions to national statistical legislation to implement the ECE fundamental principles of official statistics, and 13 improved their capacity to produce gender statistics.

The inclusion of a gender-related expected accomplishment for each subprogramme initiated a process of gender awareness in such areas as timber, transport and energy. It led to the establishment of ECE-wide networks of women entrepreneurs that contributed to the development of women's entrepreneurship and the extension of the scope of gender indicators and sex-disaggregated data and increased their availability to policy makers and the general public through the Internet.

Implementation rate. The above results are based on the implementation of 92 per cent of 4,484 mandated outputs. (Related tables are accessible in the electronic version of the report.)

The results of the programme are set out in greater detail in the annual report of ECE for 2001/02 (E/2002/37-E/ECE/1395 and 2002/03 (E/2003/37-E/ECE/1406). (These documents are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Environment

15.1 (a) Increased compliance with the ECE environmental conventions was demonstrated by 53 ratifications and accessions (8 more than the target) to 5 environmental conventions and 12 protocols. ECE provided support to the parties in implementing the conventions and protocols, which was reflected in 149 reports on progress achieved in compliance and the related impact on the improvement of environmental management, and in introducing sustainable development principles. Further support for the implementation of the ECE environmental conventions will focus on capacity-building activities, such as subregional seminars, improvement of communication, cooperation and consultation between the main international and regional organizations involved in them and further improvement of reporting procedures.

(b) A total of 3 protocols, 5 guidelines and 40 recommendations under the ECE environmental conventions were developed, and implementation of about 50 per cent of them began with the support of country and subregional workshops, seminars and other events. The provision of more technical assistance to countries with economies in transition would be useful in enhancing implementation.

(c) Environmental management in countries with economies in transition was improved through the conduct of six country environmental performance reviews. About half of the resulting 50 to 60 recommendations per country were implemented in the first three years following the reviews, in particular in the development of legislation, the enhancement of capacity-building activities and the integration of environmental considerations into other sectors.

(d) The incorporation of the gender dimension in all relevant areas of the subprogramme's activities was measured by women's participation in workshops and other meetings, which was about 30 per cent, 5 percentage points more than in the biennium 2000-2001. Women's involvement in environmental matters had a significant impact in terms of both awareness and decision-making regarding the gender dimension of issues addressed.

18.2 *Implementation rate*. The above results are based on the implementation of 88 per cent of 711 mandated outputs.

Subprogramme 2
Transport

18.3 (a) ECE legal instruments in the field of transport were updated through the adoption of amendments to 5 legal instruments, 3 new recommendations on road safety, 2 new vehicle regulations, 115 amendments to existing regulations on vehicle construction, progress in revising the Customs Convention on the International Transport of Goods under Cover of TIR Carnets and on a new annex to the 1982 International Convention on the Harmonization of Frontier Control of Goods. Four sets of amendments to infrastructure agreements covering road, rail and combined transport and three sets of amendments in the area of transport of dangerous goods were adopted. Future work relates to revising and restructuring consolidated resolutions on road traffic and road signs, strengthening the security aspect of the agreements on the transport of dangerous goods and reflecting new technological developments in vehicle regulations.

(b) Adherence to ECE legal instruments in the field of transport increased. There are 28 new contracting parties to 17 of the legal instruments administered by bodies serviced by the ECE Transport Division, including 5 from outside the ECE region. The Inland Transport Committee administers a total of 55 legal instruments.

(c) United Nations recommendations on the transport of dangerous goods were further developed. The Commission adopted 88 pages of amendments to the model regulations and 46 pages of amendments to the Manual of Tests and Criteria, and two consolidated revised editions were published. International organizations and Governments are incorporating those amendments in all international legal instruments governing the inter-State transport of dangerous goods by road, rail, air, sea and inland waterway, and they have been incorporated into the national legislation of most countries involved in the international trade of dangerous goods. The Globally Harmonized System of Classification and Labelling of Chemicals was adopted and published for worldwide dissemination, and 2008 was agreed upon as deadline for implementation. After 50 years of activity of the Economic and Social Council Committee of Experts on the Transport of Dangerous Goods and on the Globally Harmonized System of Classification and Labelling, most countries of the world economically interested in the trade of chemicals and dangerous goods have aligned national legislation with the globally harmonized rules and regulations for all modes of transport and keep them updated on the basis of the Committee's recommendations, thus enhancing safety and security and facilitating trade. National legislation applicable to domestic inland traffic remains to be improved in many developing countries, especially those which do not export dangerous goods, and it is expected that the same problem will develop with the Globally Harmonized

System. The situation could be improved if the participation of developing countries in the work of the Committee could be facilitated.

(d) Debate at the Inland Transport Committee on the extent to which a gender dimension may be incorporated into different areas of the subprogramme took place during both years of the biennium. In 2003, the Committee decided that sex-disaggregated data on road traffic accidents would be collected by ECE. Discussion has shown that there may be a limited number of areas where the gender dimension can be introduced in the field of transport. One area where it was already taken into account is the impact of dangerous substances on women's health. The development of other relevant areas will require further assessment.

18.4 *Implementation rate*. The above results are based on the implementation of 98 per cent of 2,002 mandated outputs.

Subprogramme 3
Statistics

18.5 (a) Coordination of the statistical work of all international agencies active in the ECE region increased. The contributions of 25 international organizations and more than 20 other international players to the integrated presentation of international statistical work programmes minimized overlaps and duplications. Three quarters of intergovernmental meetings were jointly organized, thus benefiting from the expertise of all involved organizations and wider geographical coverage, as evidenced by the regular participation of non-ECE countries in the expert meetings.

(b) Essential economic and social statistics on the ECE region were made available to internal and external users. A database of over 50,000 economic time series covering 55 countries in the region was made available to ECE economic analysts. The Statistical Division and the Economic Analysis Division, which jointly monitor the delivery of macroeconomic data, found that 90 per cent of internal users expressed their satisfaction with data quality, timeliness and coverage.

(c) Gender statistics were further developed and dissemination was improved as a result of the launching of a regional gender statistics web site, which includes the ECE gender statistics database. The database disseminates time series for 75 ECE common gender indicators. Currently, sex-disaggregated data can be provided for 80 per cent of the time series for which data are generally available, and 99 per cent of those sex-disaggregated data series are on the ECE web site. In addition, the web site provides information on regional gender issues and policies, guidelines on the process of producing gender statistics and relevant international methodological standards and guidelines.

18.6 *Implementation rate*. The above results are based on the implementation of 89 per cent of 364 mandated outputs.

Subprogramme 4
Economic analysis

18.7 (a) Greater awareness of economic development and problems in the ECE region, taking into account, where appropriate, the gender dimension, was achieved. The annual seminars on policy issues in the ECE region (on labour market challenges in 2002 and on sustainable development in 2003) were well-received by

70 per cent of the participants from government, academia and the media. Increased sales of the *Economic Survey of Europe*, a greater number of downloads from the ECE web site and positive feedback from authoritative sources and press reviews were observed. Increasing the frequency of the readership survey for the *Economic Survey of Europe* to at least once per biennium and more specific phrasing of its questions would facilitate the assessment of its relevance for policy-making. Gender perspectives should be incorporated into the analysis on a more regular basis.

(b) The successful outcome of the ECE Ministerial Conference on Ageing was demonstrated by the adoption of two final documents: the Berlin Ministerial Declaration, a Society for All Ages in the ECE Region, and the regional implementation strategy for the Madrid International Plan of Action on Ageing, 2002. The Ministerial Declaration commits the Governments of ECE member States to implement the strategy, which consists of 10 commitments emphasizing the importance of mainstreaming ageing into various policy fields and underscoring that policies ought to be comprehensive, well-coordinated and mutually supportive. Initiatives taken by member States as part of the follow-up process indicate that they value ECE activities in this field.

18.8 *Implementation rate*. The above results are based on the implementation of 81 per cent of 47 mandated outputs. Nine outputs, mostly non-recurrent publications, were terminated because of a shortage of extrabudgetary funds.

Subprogramme 5
Sustainable energy

18.9 (a) Greater integration of the energy economies and energy networks of ECE countries was achieved. A protocol calling upon ECE to provide the institutional basis to develop cooperation to mitigate energy market instability and its negative impact on the world economy was signed in November 2003. Environment ministers in May 2003 endorsed the Guidelines on Reforming Energy Pricing and Subsidies developed by ECE. An independent assessment of the project on the rational and efficient use of energy and water resources in Central Asia found that participating member countries valued it in developing a regional strategy for the development and use of energy and water resources in the region.

(b) The United Nations Framework Classification for Reserves/Resources: Solid Fuels and Mineral Commodities was further implemented. As at the end of 2003, 63 countries worldwide had adopted it, 5 more than at the end of 2001. The Classification has been accepted and is being used by the stock exchanges in Johannesburg and Sydney, including by all commodity trading companies listed on those exchanges. It started as an ECE norm and has now become a global framework for assessing all fossil fuels and mineral commodities. Its increased adoption has highlighted the need for improved financial reporting and harmonization of resource/reserve terminology at the global level.

(c) Debate took place in the Committee on Sustainable Energy on the extent to which the gender dimension may be incorporated in different areas of activity of the subprogramme. Attempts by the ECE secretariat to raise awareness of the gender dimension in the energy sector in the region did not meet with a proactive or sustained response by the Committee.

18.10 *Implementation rate*. The above results are based on the implementation of 94 per cent of 187 mandated outputs.

Subprogramme 6
Trade, industry and enterprise development

18.11 (a) Ten new and/or updated ECE recommendations on trade facilitation and e-business have been adopted. A project for the implementation of standardized electronic trading documents (UNeDocs) has been developed and $1.2 million in funding has been obtained from the public and private sectors. The number of external user requests for updates of the United Nations Code for Trade and Transport Locations, one of the most used standards, has doubled to 14,000 and downloads have increased to about 1,900 per month following a complete reworking of the web site. But this measurable increase from one biennium to the next does not fully address the level of real use by a wide range of private and public sector actors, none of whom is required to report on it. Efforts to evaluate usage have shown that most of the Commonwealth of Independent States countries do not yet have a national trade facilitation body to support the implementation of ECE trade facilitation recommendations.

(b) A total of 38 new and updated international standards and recommendations on agricultural produce have been adopted, increasing the number of existing standards to 85. The European Union has based 36 standards on ECE standards in this area. Similarly, the Organisation for Economic Cooperation and Development has adopted 52 ECE standards, and it promotes them internationally through its fruit and vegetable scheme. In addition, these standards are used by FAO and WHO as the basis of Codex Alimentarius work on health and sanitary standards for similar products. Statistics on national implementation of the 85 existing standards show that in 2003 98 per cent of the standards were implemented in at least one country of the ECE region. This indicator is a rough measure of the level of activity and the active interest that countries and organizations take in it. A more precise measure, the cumulative total of national standard implementation, in 2003 was 1,097 out of a maximum possible number of 4,675 (55 member countries multiplied by 85 standards). This value (1,097) will serve as a baseline for the next biennium.

(c) Improved public-private sector cooperation in countries with economies in transition has been fostered, in particular in the areas of land for development, the implementation of intellectual property rights and Internet enterprise development, through the increased participation of the private sector in relevant ECE events. Nearly 70 per cent of 2,078 participants in events related to industry and enterprise development in 2003 came from the private sector and business associations. More than $350,000 has been provided by the private sector in support of Internet enterprise development activities. The participation of the private sector and NGOs in the events organized for industry and enterprise development is a rough measure of civil society involvement in the implementation of this subprogramme.

(d) The participation of women in the enterprise development projects of ECE, particularly in countries with economies in transition, was enhanced. On average, over one third of participants in industry and enterprise development events were women. The ECE Forum of Women Entrepreneurs was established as a platform for discussion of the status of and policies supporting women's

entrepreneurship in market and transition economies. It resulted in the creation and extension of a network of women entrepreneurs in economies in transition. Six other events targeting women were held in which 341 women participated, resulting in an increased exchange of experiences and information on information and communication technologies, business incubators and access to financing. Women entrepreneurs lack tangible support from Governments, which do not view an active policy in the area of women's entrepreneurship as a priority. Notable among inhibiting factors is insufficient information available to Governments on successful policies aimed at fostering women's entrepreneurship.

18.12. *Implementation rate*. The above results are based on the implementation of 85 per cent of 1,010 mandated outputs.

Subprogramme 7
Timber

18.13 (a) Analysis of and information on the forest resource and the forest products sector, including quantitative indicators of sustainable forest management, improved. Validated data on the state of Europe's forests were collected in connection with the Ministerial Conference on the Protection of Forests in Europe set of indicators of sustainable forest management, covering environmental and social aspects as well as the traditional economic dimension. For the first time a comprehensive, quantified and coherent picture of the state of Europe's forests, accompanied by policy-relevant analyses of short- and long-term trends and outlook, was supplied to the highest policy circles, notably the Ministerial Conference on the Protection of Forests in Europe (Vienna, April 2003). The attention of policy makers was drawn to issues such as the eastward shift of the forest sector, trends in the certification of forest products and the dangers of illegal logging. ECE improved the quality of information by paying more attention to policy makers' needs and enrolling a wide coalition of stakeholders to improve concepts and data. The importance of a strong partnership with a senior policy body, namely, the Ministerial Conference on the Protection of Forests in Europe, to identify needs and exercise authority, became clear. The Ministerial Conference and the Joint FAO/ECE Working Party on Forest Economics and Statistics welcomed the quality of the work and the successful partnerships between agencies and with networks of national experts.

(b) Increased exchange of experiences on various issues of the forest sector, notably as regards forestry assistance and capacity-building for countries with economies in transition, and the implementation of sustainable forest management was achieved by means of a series of seminars and workshops on a wide range of relevant topics for 239 experts and policy makers from 35 countries and cooperative projects that were addressed by teams of 166 specialists. Participants expressed a high degree of satisfaction with the events (over 4 on a 5-point scale).

(c) The understanding of the role of women in the timber and forest sector was improved as a result of the issue being raised in 2002 at the Joint FAO/ECE/ILO Committee on Forest Technology, Management and Training and at the European Forestry Commission. A team of specialists was founded to collect data as well as to monitor and stimulate follow-up. Of the 30 countries regularly attending ECE/FAO meetings, 10 are usually represented at a senior level by women. Part of the improved understanding is due to the influence of ideas and

analysis generated by the subprogramme's activities and to the initiative taken to raise those issues at the policy level, indicating that progress may be made in changing attitudes through leadership by a few countries and the secretariat.

18.14 *Implementation rate*. The above results are based on the implementation of 82 per cent of 102 mandated outputs. A total of 10 outputs were terminated and 8 were postponed, mostly recurrent publications, because of the streamlining of the publications programme and a vacancy in a regular budget post.

Subprogramme 8
Human settlements

18.15 (a) Improved land use planning and urban regeneration were promoted through public-private partnerships in social housing, housing finance and land administration. The increased engagement in those areas was evidenced by contributions from central and local government representatives as well as the private sector (mainly through the housing and urban management advisory network) to workshops and other ECE meetings. Approximately 30 per cent of the contributions (case studies and good practice examples) related to experiences with public-private partnerships in those three areas.

(b) Land and real estate systems were further developed and property rights were made more secure as a result of land administration reviews in Armenia, Georgia and the Russian Federation. On average, 30 per cent of the recommendations were implemented in the first one to two years after the reviews had been conducted. The land administration review programme would benefit from even stronger emphasis on follow-up activities, in particular the organization of national seminars for capacity-building to facilitate the implementation of the recommendations.

(c) An increased awareness of gender perspectives in the implementation of the goals of the Strategy for Sustainable Quality of Life is indicated by the integration of the discussion of the gender dimension in the annual session of the Committee on Human Settlements, where an increased number of country contributions to the different items of the Committee's work were received, in particular, social housing and country housing profiles that treat the gender perspective in a differentiated way, as well as by the increased involvement of women in the Committee's activities. Experience has shown that it is necessary to involve women and to incorporate the gender dimension in the relevant substantive activities themselves, rather than treating the gender perspective as a separate item.

18.16 *Implementation rate*. The above results are based on the implementation of 93 per cent of 61 mandated outputs.

Section 19
Economic and social development in Latin America and the Caribbean*

Subprogrammes: 1. Linkages with the global economy, regional integration and cooperation; 2. Productive, technological and entrepreneurial development; 3. Macroeconomic policies and growth; 4. Social development and equity; 5. Mainstreaming the gender perspective in regional development; 6. Population and development; 7. Planning of public administration; 8. Environment and human settlements; 9. Natural resources and infrastructure; 10. Statistics and economic projections; 11. Subregional activities in Mexico and Central America; 12. Subregional activities in the Caribbean

Highlights of programme results

The region's trade negotiation capabilities were enhanced through the provision of policy advice and technical assistance that increased the awareness of member States regarding the domestic implications of international commitments in bilateral, regional and multilateral trade negotiations. The promotion of the national trade interests of member States was facilitated by expanded knowledge of international flows of goods, services, capital, technology and labour. Newly developed software allowed users to analyse the export structure and performance of exporter and importer countries in world markets along with market structure and the demand for a particular commodity. The role of the Economic Commission for Latin America and the Caribbean as coordinator of the macroeconomic dimension of regional integration was highly valued by member States.

A concerted strategy with other United Nations agencies resulted in seven countries having developed gender indicators, which is a major breakthrough in evaluating the advancement of women. Twelve countries systematically worked with ECLAC to mainstream a gender perspective into their public policies. Through its permanent presence in regional migration forums, ECLAC played a significant role in promoting policies in that area. The research and data bank on migration fostered further studies of migration. In the area of population and development, ECLAC introduced a technological revolution in online data processing via the Internet, using its REDATAM software, particularly in regard to census data. The social indicators database is widely used throughout the region.

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 19)) and in General Assembly resolution 56/253, annex I, paras. 64-66. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

The sustainable development dimension was strengthened through the provision of support for the integration of economic, social and environmental policies and the development of a proactive attitude in the region to build the necessary institutional, legal and administrative platforms. Active assistance was provided to regional sustainable development initiatives in such areas as renewable energy sources, water and finance.

The decision-making and management capacity of member States in achieving their national, regional and local goals was strengthened through the training of about 3,000 government officials from 25 member countries in the areas of budgetary policies, investment appraisal, management and evaluation and local development. In their feedback, 91 per cent of them indicated that the knowledge acquired had been of great importance in their work.

Member States' economic and technical capacity to adjust to rapid changes in the international scene, identify emerging opportunities, maximize the beneficial effects and mitigate any adverse consequences of globalization was strengthened through the provision of technical cooperation and assistance and the dissemination of information. The three flagship publications improved substantially their coverage of the Caribbean subregion. Overall, they sharpened their focus on assessing the evolution of the region in the near future. Those publications received about 340 reviews in print media, were covered by the CNN global network and on the Internet and were published in 22 countries within and outside the region.

Implementation rate. The above results are based on the implementation of 93 per cent of 564 mandated outputs. (Related tables are accessible in the electronic version of the report.)

The results of the programme are set out in greater detail in the report to the Economic and Social Council on the activities of the Commission since May 2002, due to be published in June 2004. (This document will be accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Linkages with the global economy, regional integration and cooperation

19.1 (a) ECLAC reinforced the institutional capacity of member States by facilitating their integration efforts in the areas of negotiations, services, competition policy, e-commerce and civil society. Cooperation and coordination services in support of integration processes, which grew from 13 in the previous period to 33, contributed to a more robust role of the countries of the region at the Fifth Ministerial Conference of the World Trade Organization. The advice and assistance provided led to the countries showing greater understanding of the issues at stake during trade negotiations and their being able to articulate their negotiation positions and to defend more effectively their national trade interests.

(b) The dissemination of data and analysis on trade flows fostered the development and consolidation of new linkages with the world economy. Trade

negotiations at different levels were supported in areas of competition policy, rules of origin, trade facilitation and new forms of services, particularly those which are incorporated into the production chain. In their feedback on the quality of policy advice provided, 70 per cent of respondents assessed as "very good" its content, timeliness, focus and analytical rigour and 84 per cent considered that it "contributed very much" to improving their professional expertise. Various policy analysis publications are downloaded on average 1,000 times a month by users from all parts of the region, which attests to their relevance and usefulness.

(c) The dissemination and increased use of specialized information furthered the harmonization and convergence of the numerous integration schemes. The dissemination of publications on trade structure, trade barriers to market access and negotiations increased, as 25,497 downloads were recorded in the period, 50 per cent over the target. The policy recommendations helped countries to understand the domestic implications of international commitments on bilateral, regional and multilateral trade negotiations and to achieve more effective integration. Out of 385 respondents to a survey, over 80 per cent considered that the documents contributed to improving the user's performance. A total of 23 clippings and articles were obtained, attesting to the usefulness and importance of the flagship report on trade and the world economy. As a result of the expertise in this field, the subprogramme has been selected as the coordinating focal point for interregional partnership for promoting trade as an engine of growth.

(d) Research and coordination efforts facilitated the analysis of the impact of trade, particularly on small and medium-sized enterprises in developing countries. The focus has been on the reduction of the digital divide within and among the countries. Three publications were disseminated on e-commerce and export promotion policies for small and medium-sized enterprises, e-business innovation, customs renovation for supply-chain management and trade promotion, propagating knowledge on overcoming obstacles. The research efforts over the past two years in the areas of trade facilitation, trade logistics and e-commerce, especially for small and medium-sized enterprises, were recognized by ECLAC being assigned the coordinating role for relevant technical cooperation projects.

19.2 *Implementation rate*. The above results are based on the implementation of 99 per cent of 72 mandated outputs.

Subprogramme 2
Productive, technological and entrepreneurial development

19.3 (a) Policy-making and/or policy-review capabilities relating to improving competitiveness and restructuring productive sectors were improved as 237 technical assistance missions, representing 120 per cent of the target, were accomplished. The purchase and distribution of software developed by the Division of Production, Productivity and Management reached 360 per cent of the target, driven by high demand by policy makers, the business community and experts. The signature by the World Bank of a third co-publishing agreement is further evidence of the recognition of the impact of the software. ECLAC enhanced capacity-building by facilitating policy discussions, providing hands-on technical assistance in implementing policies and providing applications software and training to senior managers, who rated the seminars, conferences, working groups and postgraduate courses as "useful" and "very useful". Mission-planning processes will be further

enhanced in order to widen target groups. Specific evaluation tools are being developed in an ECLAC-wide collaboration to provide impact performance information through client surveys and media sampling.

(b) Technical assistance resulted in the improvement of the design of institutional regulatory frameworks and policy instruments, particularly regarding industry, small and medium-sized enterprises, the rural development, agricultural and educational sectors and statistical and information technology institutions. Technical assistance missions to deliver technical cooperation in the areas of improving competitiveness and reducing productivity gaps increased threefold, to 77. Those efforts resulted in the adoption of the regional strategy for the development of the information society, which became the policy position at the World Summit on the Information Society. Three Governments were assisted in determining priorities for industrial policy, and one was assisted in formulating employment and development policies and the relevant legal framework. Improved evaluation methods were developed to assess desertification policies in three other countries. The mobilization of local resources through microcredit and the management of urban services was fostered. The development of a global set of guidelines to gauge national statistical systems was supported, as was the creation of a network of ecotourism enterprises. The capacity of member countries to participate in technical discussions leading to regional agreements was strengthened. Technical cooperation missions must be further expanded and be more closely linked to ongoing research.

(c) As policy-making should be based on solid knowledge, the subprogramme has contributed to informing stakeholders of future policy issues to be addressed. The research was directed at areas of regional productivity and entrepreneurial concern, balance-of-payments constraints, unlinking exports and growth, deficiencies in educational systems, quality, access and equity, weak linkages between local industry and international production chains and dependency on foreign sources of knowledge and weak local innovative efforts, to name a few items. Policy research information and studies became increasingly available through the enhanced web portal of ECLAC. All 47 such publications were downloaded 372,433 times from all parts of the region, which amounts to a 15 per cent increase in the information obtained by users and reflects the impact of the subprogramme on policy-making in the region. Another 26 policy-oriented research articles were published externally, attesting to their quality. Given the large quantity of material produced, future emphasis will be on enhancing quality, making distribution to target audiences more effective and improving the evaluation of its impact.

19.4 *Implementation rate*. The above results are based on the implementation of 97 per cent of 34 mandated outputs.

Subprogramme 3
Macroeconomic policies and growth

19.5 (a) Technical assistance on fiscal reform and macroeconomic policies was provided to six Governments. Flagship and other publications of the subprogramme focused on policies to enhance the region's economy in the near and long term. They aimed at providing material to facilitate informed decisions by Governments and civil society though the wider dissemination of these materials. User interest is

evidenced by the number of downloads of publications having reached a new peak of 1,003,000. Of those, 598,668 were downloads of new publications, which is 4.8 per cent below the target. This may be because of the delayed publication of the *Economic Survey of Latin America and the Caribbean, 2002-2003*, as a result of staff vacancies and an emphasis on quality control, especially of the statistical information provided in the document. The subprogramme aims at further improving the quality and timeliness of its publications. Towards this end, a more precise assessment of the needs and interests of the end-users is under way.

(b) Governments in the region continue to use the Macroeconomic Dialogue Network to exchange information, best practices and lessons learned and to coordinate efforts in regional cooperation and the harmonization of macroeconomic policies. The value of the network as an effective forum for member countries is evidenced by the significance of the subjects discussed, the seniority of participants in its seven subregional meetings and an increase in their number to 194, which exceeded by 17 per cent the target of 166 for the period. Crucial for the vitality of the network is the continued preservation of a free exchange of technical opinions independent of the formal position held by the country and the fact that the network remains critically dependent on extrabudgetary financing.

(c) The policy makers' awareness of and access to research findings and recommendations on the effect of economic reforms on gender inequality was continued through a series of presentations and by incorporating the gender dimension into those outputs where it was considered to be relevant and feasible. Three countries are using those findings in their economic reform efforts.

(d) Research and technical advice regarding macroeconomic policies to address short-term disruptions and longer-term stability were in increased demand as evidenced by the 404,464 downloads of relevant information during the period. That this figure is 19 per cent below the target of 500,000 indicates overly optimistic target-setting. The lesson learned is that targets should be set more realistically. Strengthened cooperation with other international development organizations in policy analysis with respect to regional economic challenges resulted in an enhanced awareness on the part of member States of available policy options.

19.6 *Implementation rate*. The above results are based on the implementation of 100 per cent of 51 mandated outputs.

Subprogramme 4
Social development and equity

19.7 (a) With an emphasis on promoting policy recommendations and practical measures to foster social equity, social integration of the underprivileged, the reduction of poverty and gender inequalities and the establishment and consolidation of social safety arrangements, the subprogramme in its flagship publication evaluated progress made by Governments of the region towards achieving the social goals of the Millennium Declaration. The publication received 189 press citations, compared with only about 62 in 2000-2001. The subprogramme received and delivered 87 requests for technical cooperation in social policy management and development areas, 20 per cent above the target. The recognition of the subprogramme's impact is demonstrated by a monthly average of 12,600 downloads of a recently produced in-depth study.

(b) The newly created network directory of social institutions in the region provided a vehicle for electronic consultation and dissemination of best practices in social policies and became an instrument of improving regional and international coordination in the area. Participation in a network of more than 700 social institutions was three times higher than the envisaged target. Another new instrument, the integrated system for the formulation, appraisal and oversight of social projects, is used by the Governments as a guide for the design, implementation and follow-up of social policy. Its recognition was signified by 13 requests for technical assistance and by an average of 300 monthly downloads of the system.

(c) Comparative regional analysis has contributed to the search for improved efficiency in the control and prevention of drug consumption by incorporating socio-economic and cultural aspects into the research. A 20 per cent increase in the usefulness of technical advice, as evidenced by the feedback from end-users, contributed to improved coordination in the prevention of drug consumption and the control of drug trafficking between national and regional actors. Measures to fully satisfy the demand for technical assistance were effective, as all new national requests were carried out, compared with only 50 per cent in the previous biennium.

(d) Analytical capacity to mainstream gender concerns in social policy and programming has improved, as evidenced by the inclusion in flagship publications of chapters dedicated to the application of the gender perspective in social analysis. Although this improvement is just beginning, it is receiving positive feedback from policy makers, academia and civil society. Feedback about them indicates the need for greater emphasis on this topic in order to contribute to the growing awareness in this area.

19.8 *Implementation rate*. The above results are based on the implementation of 96 per cent of 23 mandated outputs.

Subprogramme 5
Mainstreaming the gender perspective in regional development

19.9 (a) National and regional institutions on the advancement of women were consolidated through the provision of technical assistance to 12 national mechanisms for the advancement of women. The methodology and modality employed were welcomed and praised under the projects on democratic governance and gender equality, the gender impact of pension system reforms and the use of gender indicators in public policy-making. Member States commended the work of ECLAC in developing a system of gender indicators that facilitated comparability region-wide, and requested technical assistance in creating national systems of gender indicators, thus demonstrating its effectiveness. A total of 12 countries benefited from the formulation of public policies with a gender perspective and 16 used gender statistics in their equality national plans, showing strengthened capacity of national institutions. As a result, 18 countries presented reports on the implementation of the regional programme. Indicating the relevance of the subprogramme's work, the press highlighted the ECLAC web site as the best place for scholars to find data on the situation of women. Qualitative progress and sustainability have been achieved through extrabudgetary funding.

(b) The systematic incorporation of a gender perspective was increased through the development of a collaboration strategy among United Nations

agencies, which allowed seven countries to acquire gender indicators to evaluate the progress of women, some of which incorporated systems for follow-up to international commitments. Six more countries reported the signature of agreements between national women's offices and statistical institutions to ensure the production of gender statistics, while the others have basic information disaggregated by sex; eleven countries prepared civil society reports using ECLAC indicators, a 10 per cent increase over the previous biennium; and nine prepared national reports concerning the Millennium Development Goals with information from censuses and household surveys on domestic violence, reproductive health and women's use of time. Two international meetings were held at which developers and users of ECLAC indicators of violence and poverty with a gender perspective participated. All 12 ECLAC subprogrammes have a gender perspective in their programme of work and use sex-disaggregated data in their studies and reports, compared with only 8 that included the gender dimension in 2000-2001. Coordination regarding technical cooperation and the gender issue will be improved.

19.10 *Implementation rate*. The above results are based on the implementation of 70 per cent of 23 mandated outputs. Two outputs, or 9 per cent, were terminated for legislative reasons; two outputs, or 9 per cent, were postponed by legislation; and three outputs, or 12 per cent, were in the process of finalization and will be ready for publication in 2004.

Subprogramme 6
Population and development

19.11 (a) The technical capacity of member States to design policies and programmes incorporating socio-demographic variables with gender and other social perspectives was strengthened through the provision of updated population estimates and projections, access to census microdata for end-users and the development of methodologies on the identification, quantification, localization and characterization of populations in vulnerable conditions for the purpose of designing preventive, palliative and protective actions. As a result, new and detailed population estimates and projections have been produced together with five national counterparts, currently used for planning purposes in each country. In order to facilitate special census data-processing, micro-databases in REDATAM (REtrieval of DATa for small Areas by Microcomputer) format were generated for censuses in 14 countries. The provision of wider access to and dissemination of census microdata has been a major achievement; six countries allow for online processing of census data via the Internet using the REDATAM software, and other countries will join in the next biennium. This is considered a revolutionary change compared with the traditional methods. Census microdata were disseminated among municipal governments in three countries and a standardized census tabulation system was launched in the Caribbean region. The procedures and methodologies that were developed extended the use of socio-demographic information on social vulnerability, fertility, the housing deficit, residential segregation, internal migration and ageing. Publications on the subject were widely disseminated and affected the social policies of at least six countries. Impact would be enhanced through the provision of training in demographic analysis and the improvement of demographic analysis software, which is needed for the design of preventive, palliative and adaptive management strategies.

(b) A total of 20 countries (33 per cent over target) received technical assistance in designing systems of indicators for monitoring progress in strengthening national capacities to follow up and fulfil the agreements and goals set forth in the Programme of Action of the International Conference on Population and Development. The integrated regional indicator system for follow-up of the Programme of Action and the Beijing Platform for Action adopted by the Fourth World Conference on Women was used as a framework to develop systems of national indicators to monitor national social policies and world summit recommendations. Regional cooperation was furthered through the sharing of experiences in the implementation of the recommendations of the International Conference on Population and Development and its follow-up mechanisms; 25 countries discussed socio-demographic vulnerability and setting of priorities for implementing the Programme of Action. After subregional workshops were held, five out of nine countries responded that the implementation and monitoring of national systems of indicators of international conferences was in progress and requested further assistance. Further follow-up and assistance would be needed to have a greater impact.

(c) The dissemination and availability of information to policy makers increased as a result of their participation in the Hemispheric Conference on International Migration: Human Rights and Trafficking in Persons in the Americas, at which 40 countries reaffirmed their commitments to develop a concerted strategy to promote international migration governance and adherence to international instruments, particularly those related to the protection of human rights. Knowledge was updated on the trends and consequences of international migration; the relevant data from the 2000 censuses in 10 countries was processed and analysed. Particular attention was given to providing timely information on priority issues in the areas of international migration, human rights, gender and global and regional integration. The analysis of international migration and globalization was welcomed by the Commission. Because of those efforts, two countries were restating their migratory policies. Cooperation was strengthened with other United Nations entities, academia and civil society.

19.12 *Implementation rate*. The above results are based on the implementation of 100 per cent of 28 mandated outputs.

Subprogramme 7
Planning of public administration

19.13 (a) The capacity of member States to accommodate their public and administrative procedures and improve the achievement of national, regional and local goals was enhanced through training programmes. A total of 2,792 officials from the national and local governments of 25 countries participated in 17 international courses and 69 national and local courses. The knowledge acquired contributed to enhancing efficiency in public management in the areas of budgetary policy, investment appraisal, evaluation and local development. Of the respondents surveyed, 91 per cent indicated that the course was of great importance for their work, and 96 per cent rated the courses as good or very good. To be comprehensive, training should also be provided in English to accommodate Caribbean countries.

(b) The capacity to apply the basic principles of efficient public administration planning was enhanced by the participation of more than 1,750 staff

members from national, regional and local governments in 25 expert meetings, seminars and workshops organized by the subprogramme. Active participation in more than 50 conferences and seminars on principles of efficient public administration and State regulation by government officials and decision makers promoted relevant knowledge and best practices.

(c) New print and electronic publications were disseminated, building the capacity of member States in public planning, decentralization, administration of public decisions, local development and regulation of public services and non-competitive sectors. A total of 925 subscribers received a quarterly electronic bulletin on project and programme appraisal and evaluation. In addition, 43 documents and 13 CD-ROMs were distributed to 350 subscribers in 48 countries and are available on the ECLAC web site.

(d) The percentage of women attending courses reached 43 per cent in 2003, up 11 per cent from the previous year. Gender issues were incorporated into the curricula, increasing the integration of the gender perspective into capacity-building activities. The change in the gender composition of the courses had a positive impact on their outcome, teamwork improved, and a richer exchange of ideas was noticed.

19.14 *Implementation rate*. The above results are based on the implementation of 87 per cent of 46 mandated outputs.

Subprogramme 8
Environment and human settlements

19.15 (a) The application of global environmental agreements at the national and regional levels was fostered through the provision of technical cooperation. Seven citations and references to services in documents and meetings, 75 per cent above target, attest to the impact of the work. As a result, member States assigned the highest priority to implementing the initiative for sustainable development, approved at the high-level intergovernmental forum on the environment. Two Governments, NGOs and research and training centres receiving assistance positively assessed the services. A systematic survey would provide more useful information to improve performance, as voluntary feedback has not been sufficient.

(b) The incorporation of the environmental dimension into the design of economic policies and the results of studies concerning the innovative use of economic instruments, such as the interrelationship between trade and environment along with the integration of intellectual property rights, investments and services into the analysis, was systematically transmitted to senior decision makers, mid-level officials, private sector managers and civil society members through three capacity-building courses and seminars in which at least 16 countries participated, thus enhancing their technical capacity to design policy. At least five countries reported using the analysis provided and most indicated that the courses had been very good. Sixteen countries emphasized the integration of public policies with environmental policies, mainly in the fiscal area, as a proactive response to building the necessary institutional, legal and administrative platforms for the effective and operational application of economic instruments in national environmental management. A total of 25 technical cooperation requests were completed and 22 case studies were implemented, 80 per cent above target, which reflected a higher demand for and use of assistance.

(c) The base of empirical information for the systematic and comparative assessment of national and regional trends towards sustainable patterns of development increased. A new data bank containing more than 150 variables and indicators at the national level covers all countries; the indicators are part of an integrated, systemic framework. NGOs and research and training centres from four countries received technical assistance, as requested; 16 notes of satisfaction were received from the recipients, and 98 per cent of the training feedback rated the courses as good or very good. Those efforts also resulted in the launching of a system of environmental sustainability indicators for one country, as well as requests for technical assistance, workshops, seminars and courses in the area. Further efforts are needed to make these activities more integrated and effective.

(d) The technical assistance provided in six countries made the adoption of better integrated urban management practices and policies possible from both a quantitative and qualitative perspective. Land-use policies concerning the municipal strategy for decentralization, the departmental integrated land strategy, local management to mitigate poverty, the land/urban observatory for sustainable development, the recovery of central areas and public centres, among other things, have been launched to address urban poverty issues, which shows an increase in the adoption of such practices. ECLAC responded to 27 technical assistance requests, 10 per cent above the target, from different countries, which indicates an increased interest in and consolidation of technical capacity in those countries. Three electronic forums were implemented, on public services management, recovery of public centres and mitigation of urban poverty. Capacity was built through courses and workshops on urban management, the dissemination of urban poverty information and the provision of assistance to ministers and high-level authorities in the housing and urban development sector. Feedback indicated that the courses were very useful.

19.16 *Implementation rate*. The above results are based on the implementation of 97 per cent of 31 mandated outputs.

Subprogramme 9
Natural resources and infrastructure

19.17 (a) Technical advice provided to 21 countries through servicing of the technical secretariat of the Regional Conference on Renewable Energies enhanced the expertise of senior officials in designing suitable policies for promoting the sustainable development of natural resources and infrastructure and carrying out actions oriented at achieving environmental sustainability and social equity. Advice and support were provided to 10 regional conferences, summits and seminars concerning renewable energies, energy development, water and governance, indigenous rights, environment, water, resource-based development and mining, in which over 400 officials and experts participated. In the area of non-urban transport, three requests for technical assistance were satisfied. At least 10 letters of appreciation were received from member States, demonstrating the usefulness of the programme's work in those areas.

(b) The capacity of countries to manage natural resources and infrastructure at the decentralized regional and local levels increased through the training of 57 officials from Governments and public utility services from 12 countries — 31 per cent of the total number of professionals trained to date in the subject. Technical

advice on the promotion of renewable sources of energy and public utility regulation was provided to two countries and reform proposals for water laws to another five. Information and documentation on critical aspects of water resources regulation and water supply and sanitation were provided to relevant government officials in nine countries. Technical cooperation on national mining plans was discussed with one country, and three received cooperation on environmental liabilities facing the mining industry.

(c) The negotiating capacity of countries on the sustainable development of natural resources and infrastructure was strengthened through the provision of technical advice on infrastructure and integration to transport ministers and high-level government officials from 11 countries, as well as delegates from regional institutions. Training was provided to 35 ministers and bank representatives on highway concessions, and training, advice and technical cooperation was rendered on the economic costs of being a landlocked country, which led to the drafting of an action plan. Proposals for integration alternatives, including a gas integration scheme, were presented and discussed at the meeting of the Presidents of the Andean region, thus facilitating an increased ability of countries to negotiate proposals on regional and international mechanisms for the sustainable development of natural resources and infrastructure. At least 10 countries expressed satisfaction with the technical cooperation provided. The provision of technical secretariat services improved coordination and cooperation in energy institutions.

19.18 *Implementation rate*. The above results are based on the implementation of 89 per cent of 46 mandated outputs.

Subprogramme 10
Statistics and economic projections

19.19 (a) The capacity of member States to produce statistics, to expand, update and develop data banks, including those related to environment and gender indicators, and to generate analyses of current economic trends as inputs for the management of short-term policies was enhanced through the dissemination of three databases via the Internet, resulting in an average of 3,500 downloads a month. Press coverage of economic analyses, forecasts and poverty estimates demonstrated an increased interest in the work of the subprogramme. Data analysis included such new dimensions as gender and environmental indicators, facilitating the design of development policies incorporating those dimensions. The social database was ranked within the top five by Development Gateway. The impact of the work is also evidenced by the repeated demonstration of interest by the Statistical Conference of the Americas, the trust of national institutions that open their confidential economic and social databases, and the strong demand for seminars, at which 530 experts were trained.

(b) Eleven member States adopted the 1993 System of National Accounts and produced publications regarding its application, thus improving and expanding their technical capacity to produce statistics and forecasts as inputs for developing economic and social programmes. As more countries, particularly small economies in Central America and the Caribbean region, are interested in incorporating new satellite accounts, especially regarding tourism-related activities, agreements were signed with international organizations to promote the implementation of such accounts. Technical cooperation was expanded in the field of social statistics and in

the build-up of national capabilities for harmonizing methods for household surveys. The regional integration schemes incorporated the statistical and modelling dimension into their activities, associating the work of ECLAC in their regional network on macroeconomic coordination. Three new online products were offered to the public. The *Statistical Yearbook* had 340,000 downloads, which reflects its value and impact. Further collaboration with other regional and international organizations should foster more effective provision of economic and social statistics.

19.20 *Implementation rate*. The above results are based on the implementation of 95 per cent of 58 mandated outputs.

Subprogramme 11
Subregional activities in Mexico and Central America

19.21 (a) Analyses and technical assistance in statistics, policy formulation and trade and integration negotiations quadrupled from 35 to 160 projects and services, thus enhancing the economic and technical capacity of all member States to adjust to rapid changes in the international scene, to identify emerging opportunities and to maximize the beneficial effects and mitigate any adverse consequences of globalization. Approximately 30 regional and international institutions benefited from those services. A total of 407 end-users received information on commerce and integration, economic growth, public policy, agriculture, industry, competitiveness, sustainability and disasters, and there were 202,000 downloads of this information, 16 per cent and 193 per cent above the respective targets. These figures reflect efforts to work with new end-users and to emphasize the web site as a dissemination medium. The accomplishments included the renewed agenda on development and integration strategies in the context of open markets based on ECLAC analysis and technical cooperation; access by central banks to macroeconomic analysis, discussion and modelling to strengthen policy formulation; enhanced knowledge, coordination and capacity to develop competition policy in the subregion; the increased capacity of member States and international organizations to evaluate the economic, social, gender and environmental impact of disasters through the use of ECLAC technical assistance and its manual on natural disasters; strengthened knowledge regarding the opportunities and challenges of the agricultural sector and the creation of a working group of Central American agricultural and statistical institutions; and increased access to analyses of the competitiveness of small businesses and their market opportunities in immigrant populations living abroad.

(b) ECLAC training, analysis and technical assistance, particularly on the eradication of poverty, hunger and gender equity, have strengthened the ability of member States to formulate and review policies aimed at reducing poverty and gender inequalities in the context of the Millennium Development Goals. A total of 225 government officials from 5 countries benefited from those services, 27 per cent above the target, showing an increased interest in and use of assistance. Increased access to useful information was evidenced by the 38,520 downloads of publications on social issues, 196 per cent above the target. ECLAC undertook 80 technical assistance missions, benefiting 10 member States and 9 regional agencies. As a result, legislatures and social and educational institutions enhanced their knowledge of linkages between responsible fatherhood and poverty reduction strategies, one law and one policy implementation strategy were passed, three poverty reduction strategies/national action plans for children were improved, two public training

programmes were created and related indicators and training programmes were established, and six countries have access to new analyses for poverty reduction strategies, including data on social vulnerability and the relationship between gender and poverty, based on household surveys. The subregional network for monitoring the social summit goals strengthened regional coordination and knowledge of methods and statistics and refined its list of common indicators to monitor the social summit goals and Millennium Development Goals, and public institutions, NGOs and regional forums acquired knowledge about gender, equity and economic development, decentralization, efficiency of expenditures and social infrastructure at the municipal level.

(c) Technical expertise geared to the gradual harmonization of energy policies in the subregion and increased efficiency of energy management were achieved through the provision of analysis, training and technical advice to 325 end-users from nine countries, with increased attention to sustainable energy development, particularly bio-fuels, and the impact of environmental externalities. There were 35,620 downloads, 150 per cent above the target, showing increased interest and usefulness of energy analysis documents. As a result of those efforts, five countries harmonized norms for their customs union; three countries developed environmental guidelines for service stations; and two countries were in a better position to negotiate with energy providers, which, in one case, was estimated to have saved around $20 million for gasoline consumers. The studies produced have been reviewed by subregional energy bodies and used to identify the major problems in national energy markets and possible solutions. The national authorities of six countries received technical assistance on bio-fuels and defined national plans. Technical staff of one country received training, allowing them to evaluate the environmental costs of electricity-generating plants.

19.22 *Implementation rate*. The above results are based on the implementation of 100 per cent of 58 mandated outputs.

Subprogramme 12
Subregional activities in the Caribbean

19.23 (a) The 56 technical studies and reports disseminated provided member States with recommendations and policy advice in relation to domestic violence, economic and trade issues and statistical and restructuring information; 332 government officials from all member States and associate institutions participated in meetings; 364 government representatives, of which 128 were women, received training in the areas of social statistics, information technology, science and technology indicators, disaster assessment and diplomacy, thus improving the ability of member States to formulate policies and programmes and facilitating their access to projects that will help them to adjust and maximize their benefits. ECLAC responded to 90 requests for technical assistance, most of which addressed integration and multilateral trading regimes, which, along with technical assistance on the design and formulation of economic policy, contributed to alleviating poverty and reducing gender inequalities.

(b) The capacity of member States to develop and apply indicators to measure the catalyst effect of science and technology on economic and social development was strengthened through the provision of training to 37 government officials from 10 countries, a 93 per cent success rate. A methodological manual for

the development of scientific and technological indicators was disseminated and used by countries. Because the data that are collected will be entered into a database for easy access and dissemination, more training will be needed at the national level to maximize the impact on economic and social development.

(c) As a result of the continued servicing and support by ECLAC of the operational secretariat for small island developing States, 20 countries adopted the report of the Caribbean ministerial meeting on the implementation of the Programme of Action for the Sustainable Development of Small Island Developing States, which shows strengthened national capacity to implement it. Capacity was also strengthened on the monitoring of the joint work programme developed to accelerate the implementation of the Programme of Action, which enables member States to keep abreast of the progress made.

19.24 *Implementation rate*. The above results are based on the implementation of 84 per cent of 94 mandated outputs. Three outputs were postponed due to vacant regular budget posts and four are due to be implemented in 2004. Four outputs were terminated due to a shortage of extrabudgetary funds, two due to vacant regular budget posts and two at the discretion of management.

Section 20
Economic and social development in Western Asia*

Subprogrammes: 1. Integrated policies for the management of regional resources for sustainable development; 2. Integrated social policies; 3. Economic analysis and forecasting for regional development; 4. Regional integration and responding to globalization; 5. Information and communication technology for regional integration; 6. Comparable statistics for improved planning and decision-making

Highlights of programme results

The Economic and Social Commission for Western Asia facilitated the region's involvement in United Nations global conferences by supporting regional preparations and assisting in follow-up of plans of action. Relevant outcomes included the Arab Declaration and the Arab address to the World Summit on Sustainable Development, the Joint African/Arab Ministerial Declaration on Sustainable Development and the Manama Declaration of Arab non-governmental organizations for the Summit. The Beirut Declaration of the Western Asia Preparatory Conference was part of the initial working document of the World Summit on the Information Society. For the first time, ESCWA efforts secured a coordinated negotiating position by Member States for the Fifth Ministerial Conference of the World Trade Organization. The report of the Arab ministerial meeting held in preparation for the Conference was also issued as a WTO document. Main follow-up initiatives included the sustainable development initiative in the Arab region, within the framework of the Plan of Implementation of the World Summit on Sustainable Development, and a regional plan of action for coordinated follow-up of the World Summit on the Information Society.

ESCWA support contributed to an agreement being reached among member countries on an integrated transport system, which provided a framework for standardizing infrastructure specifications and signals across the region. The road agreement, the first agreement to be reached with the assistance of ESCWA, came into force upon its ratification by five countries. The railways agreement was signed by eight countries. As a result of ESCWA efforts, five countries established (and three others initiated steps towards the establishment of) national trade and transport facilitation committees to provide a forum for public-private sector dialogue.

ESCWA addressed the legal aspects of the management of shared water resources and the adoption of relevant water demand and management policies and assisted Member States in harmonizing policies, norms and standards in the water, energy and production sectors. It established and activated regional networks and mechanisms on water (the Arab integrated water resources management network, or AWARENET) and on sustainable energy issues (the

* Expected accomplishments and indicators of achievement can be found in documents E/ESCWA/S-4/4 (English) and E/ESCWA/S-4/4A (Arabic). (These documents are accessible in the electronic version of the report.)

regional promotional mechanism for sustainable energy systems, or RPMSES), which contributed to increased awareness, capacity-building and the promotion of regional and subregional cooperation. ESCWA designed smart community pilot projects and supported the adoption of national science and technology strategies in Lebanon and Saudi Arabia.

ESCWA increased the understanding of social policies and advocated for integrated social policies, including poverty alleviation through local community development and increased civil society engagement. The success of ESCWA in local community development capacity-building was demonstrated by the increase in the number of ESCWA member countries replicating the local community development project and by the application by governmental organizations and NGOs of the training methods developed by ESCWA. Technical assistance in creating local employment in southern Lebanon resulted in improved skills and capabilities. The establishment of a centre for women aimed to increase the effectiveness of ESCWA in addressing the wide gender gaps and imbalances in the region. ESCWA contributed to increased networking and cooperation among Governments and civil society institutions, which was reflected in measures introduced by Governments in cooperation with NGOs to alleviate unemployment, especially among groups with special needs.

Implementation rate. The above results are based on the implementation of 93 per cent of 215 mandated outputs. (Related tables are accessible in the electronic version of the report.)

The results of the programme are set out in greater detail in the report of the Executive Secretary on the activities of the Commission, available in English (E/ESCWA/22/4) and Arabic (E/ESCWA/22/4A). (These documents are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Integrated policies for the management of regional resources for sustainable development

20.1 (a) The improvement of policy frameworks and the wider application by member countries of economically viable, environmentally friendly technological options to rationalize the use and enhance the sustainability of water and energy resources was addressed in several ways. An ESCWA survey of water ministries and related institutions (with a response rate of over 70 per cent) resulted in member countries setting as their top priority the rationalization of the use of water through improved demand management and promotion of the integrated water resources management policy framework. Nine member countries had initiated policy reforms and institutional restructuring to rationalize water use. A regional policy-oriented paper for promoting demand management was prepared during the Second Regional Conference on Water Demand Management and Pollution Control. The focus on sustainable agriculture and rural development through empirical case studies and workshops raised the awareness of stakeholders in selected countries on best practices in rural development, the challenges of water scarcity in agriculture and

enhanced capacity in using quantitative tools for improving water-use efficiency at the farm level. In response to two evaluation questionnaires, 97 per cent of 49 stakeholders confirmed that they benefited from those activities. With the assistance of ESCWA, one country adopted a strategy for acquiring water desalination and treatment technologies; proposals were developed for piloting the dissemination of such technologies in two countries, and two countries formulated national science and technology strategies addressing water and energy resources. The early engagement of national and local entities facilitated the achievement of optimal results. ESCWA enhanced the knowledge of member countries on sustainable energy policies and systems through studies on cross-border energy trade, energy for sustainable development and a guide on the efficient use of energy in the tourism sector. Five member countries adopted new policies on energy pricing, energy efficiency, codes and standards and promoted the use of new technologies, such as efficient appliances in the electric power sector and renewable electricity systems. A system to follow up and report on national implementation of water and energy policy recommendations needs to be in place. The methodology and findings of technical case studies in the future should be more effectively presented to ensure commitment and generate demand. Partnership with specialized institutions will enhance services provided to stakeholders and could foster learning.

(b) Increased awareness and application in the countries of the region of internationally recognized standards with respect to the integrated management of water, renewable energy resources and the environment is demonstrated by the commitment of ESCWA member countries at the World Summit on Sustainable Development to prepare national integrated water resources management strategies by 2005. Two member countries have expressed interest in ESCWA organizing national training workshops on the implementation of integrated water resources management principles, and one member country has requested technical assistance for the development of a national integrated water resources management strategy. The establishment of the Arab integrated water resources management network, initiated by ESCWA to support research and training institutes in the region in capacity-building on integrated water resources management, resulted in a 70 per cent increase in the number of training centres and institutions joining the network in 2003. It demonstrates heightened awareness among professionals working in water-related institutions of the capacity-building potential of integrated water resources management and commitment by relevant authorities for promoting related policies and applications. ESCWA supported five countries in initiating and strengthening programmes promoting renewable energy and developing and applying energy efficiency labelling and standards, particularly in the domestic, industrial and tourism sectors. The use of economic instruments, such as water pricing, was inadequate in the design of the integrated water resources management programme.

(c) A heightened state of preparedness in the countries of the region for the World Summit on Sustainable Development was reflected in the attendance of 236 official delegates from member countries at the Summit, a 20 per cent increase over the target and a 40 per cent increase compared with official attendance at the International Conference on Environment and Development in 1992. Letters of gratitude from member countries for outputs provided by ESCWA at various regional preparatory meetings validated the usefulness of those outputs to member countries in their preparations for the Summit. Self-evaluation revealed that

multidisciplinarity in heightening the state of preparedness in the countries of the region for the Summit was not adequate. A more multidisciplinary approach was required to reflect the different facets of sustainable development planning and management.

(d) Support for the adoption of standardization and accreditation schemes proposed by ESCWA was demonstrated by the agreement of representatives of standardization and accreditation bodies in the Arab countries to establish an Arab accreditation coordinating council. In addition, research and activities designed to produce a database for science, technology and innovation indicators formed the basis for establishing a unit to monitor those indicators in Saudi Arabia. Lessons learned in regard to collaboration with science, technology and innovation institutions in setting up and managing the unit in Saudi Arabia will help in the establishment of similar units in other member countries. It was easier to achieve a consensus among Arab countries for a coordinating rather than for an executing Arab Accreditation Council. There is a need for the selection of suitable national focal points to act as the executing body of the Council. Robust modalities for early involvement in implementation by concerned institutions must be in place if sustainable monitoring of standards and further development of relevant indicators and collection/collation methods are to be attained.

(e) Improved conditions for the development of small and medium-sized enterprises through the wider diffusion of information on related support institutions and services and greater expertise in the development of networking among such enterprises were demonstrated by the establishment of an online database of support institutions and services in Jordan through an ESCWA initiative. ESCWA meetings on the results of the study of clusters and networks in the textile and garment sector made small and medium-sized enterprises in that sector in Lebanon more aware of the importance of networking for enhancing competitiveness. In order to improve the productivity of small and medium-sized enterprises and to combat unemployment and poverty through the dissemination of new technologies and the rational implementation of mature ones, ESCWA organized a Forum on Technology, Employment and Poverty Alleviation, which resulted in the adoption of the Regional Agenda for Action. It includes the establishment of three pilot multipurpose technology community centres in an impoverished area of Lebanon and an industrial kitchen facility in Egypt. Both projects involved minimal financial expenditure because of partnerships with concerned community bodies. More awareness on the concept of networking and its advantages for small and medium-sized enterprises is needed. Strengthening partnerships with concerned community bodies would make the results more effective.

20.2 *Implementation rate*. The above results are based on the implementation of 91 per cent of 45 mandated outputs.

Subprogramme 2
Integrated social policies

20.3 (a) Improved capacity of member countries for the integrated management and adjustment of social policies was addressed through a meeting on social policies in ESCWA countries, which helped policy makers to gain a deeper insight into the policy-making process. Based on the recommendations of the meeting, an online information network, country profiles and a regional report on integrated social

policies are being developed. Five case studies on successful experiences of selected pilot non-ESCWA countries in dealing with the formulation and implementation of social policies were published and disseminated to government officials. A study on the analytical background for formulating and implementing social policies in the ESCWA region, which included case studies of four ESCWA countries, assisted member countries in taking steps towards formulating and adopting policies in line with the ESCWA social policy framework.

(b) In order to increase the involvement of civil society institutions in and their contribution to policy dialogue with Governments and the monitoring and implementation of the recommendations of global conferences, the first session of the NGO Consultative Committee was organized and identified a need for more training. The number of NGOs attending ESCWA meetings increased from 35 in 2001 to 160 in 2003. More than five requests by NGOs for ESCWA technical assistance were received.

(c) Improved capacity of policy makers in formulating and promoting policies, measures, mechanisms and programmes for reducing unemployment as a primary tool for the alleviation of poverty was pursued at the macro level through the preparation of a study on responding to globalization: skill formation and unemployment reduction policies, along with a case study on Gulf Cooperation Council countries. Those studies drew the attention of policy makers to the importance of developing the skills of the labour force, an issue that had received insufficient attention in the ESCWA region. At the micro level, a field project initiated in Egypt, Lebanon and the Syrian Arab Republic helped to reduce unemployment by creating about 1,500 new job opportunities in rural communities, taking into account gender balance, and established revolving loan funds that provided loans to about 200 people. In connection with the project, some 1,350 people were trained in local community development and five training manuals, technical training material and illustrative studies were published. More needs to be done to collect and publish accurate indicators on unemployment in ESCWA countries. Local community development efforts need to be replicated in other ESCWA countries.

(d) Strengthened capacity of member countries to address gender imbalances was addressed through efforts to encourage Governments to establish gender units in all departments. So far, six countries have established units working on women's issues. Not all countries provide information that can be used by ESCWA to assist in establishing gender units.

(e) To enhance urban management practices that take into consideration the human, social and physical dimensions, three urban development projects were initiated, tackling shelter policies and urban governance, promoting inclusive cities and empowering local communities in post-conflict areas. Vocational training courses, country profiles and reports, expert group meetings, fund-raising seminars and consultative meetings, launching of local urban observatories, technical assistance and web sites helped to increase awareness of the importance of the social dimension in the development of cities, emphasizing that improvement of the quality of life is one of the priority outcomes in urban development. In the context of the regional campaign, Governments were informed about success stories from around the ESCWA region, alerting them to the importance of establishing an appropriate legal and policy framework to encourage security of housing and land

and the importance of mustering the political will to practice good urban governance. Work was initiated on developing an information network, through local urban observatories, to assist municipalities in developing their own urban indicators programmes. This work revealed the need for a comprehensive strategy to coordinate efforts, especially with concerned NGOs and governmental agencies, so as to avoid duplication of projects, the need for proper supervision and the need to identify organizations responsible for implementing and monitoring, as well as the role of municipalities.

(f) National capacities with regard to, and increased production, dissemination and use of social indicators and gender-disaggregated statistics for analysis, monitoring and policy-making purposes were improved through workshops and publications. Participants from national statistical offices in all ESCWA member countries received training on the topics of social indicators and gender statistics. As a result of those efforts, statistical profiles on women and men in education and employment were distributed to a wide spectrum of users, including academics, researchers and the media. ESCWA has enhanced knowledge in its member countries on poverty statistics by sponsoring one workshop and one study. Those activities were successful in drawing attention to the importance of producing appropriate poverty figures for use in setting policy. ESCWA also enhanced its dissemination mechanisms by developing a database on gender statistics and posting it on the Internet. Continuous reminders and follow-up with countries to provide social statistics proved to be an effective strategy. The dissemination of data through the Internet will be a future focus.

20.4 *Implementation rate.* The above results are based on the implementation of 93 per cent of 54 mandated outputs.

Subprogramme 3
Economic analysis and forecasting for regional development

20.5 (a) The improved use by member countries of indicators, techniques and analyses of macroeconomic performance as inputs to economic policy decisions was indicated by the provision of indicators on finance and poverty in the region and the introduction of new techniques in the measurement of economic output. Those analytical and empirical tools, outlined in the *Survey of Economic and Social Developments in the ESCWA Region*, were disseminated as inputs to economic decision-making in the region. Awareness of current issues was raised through a conference, reports, papers and articles that related political tensions to poor economic performance in the region, highlighting the impact on trade, economic growth and investment. Attention was drawn to the challenge facing Arab countries in meeting the first Millennium Development Goal, as about 40 per cent of the population live on less than $2 a day. Reader surveys, including the ranking of the utility of ESCWA economic reports as tools for policy-making, would be useful in assessing achievement.

(b) The improved capacity of member countries and business associations for monitoring productivity trends was supported by the production of forecasts and impact analyses calibrating with reasonable accuracy the recent and expected economic developments in the ESCWA region. For example, the ESCWA survey estimated the real growth in gross domestic product for the region in 2002 at 1.88 per cent; subsequently, published national statistics indicated that the rate of GDP

growth was 1.92 per cent. Forecasting models were generated and analysed in-house to provide a more detailed empirical assessment of future regional economic activity. The impact and forecast measurements allow business associations and potential investors to be better informed about the economic prospects of the region.

(c) The utilization by member countries of statistical tools and indicators provided by the ESCWA secretariat for economic policy analysis in the areas of economic growth, external trade, national accounts and production and productivity was evidenced by the approval of the work programme on statistics by the Statistics Committee. It will be useful to increase the number of indicators calculated in real terms using constant prices. The production index that was produced for Jordan was of limited usefulness and was not easily replicated for other countries owing to data limitations.

(d) The capacity of member countries to implement the International Comparison Programme was enhanced as 11 countries joined the Programme and appointed national coordinators to work with the ESCWA regional coordinator for the Programme, in line with plans set and approved by both the International Comparison Programme Executive Board for the ESCWA region and the Programme's Global Office in the World Bank. In 2003, 60 government statisticians and/or experts received training on the Programme that will be applied during participation in field work.

20.6 *Implementation rate.* The above results are based on the implementation of 81 per cent of 21 mandated outputs. The termination of one expert group meeting was due to a vacancy in a regular budget post. Three recurrent publications were completed and forwarded for processing but were not yet available to users in 2003; they are reported as having been postponed for programmatic reasons.

Subprogramme 4
Regional integration and responding to globalization

20.7 (a) The adoption of measures for trade facilitation and promotion by member countries of the various components of the Integrated Transport System in the Arab Mashreq increased as the Agreement on International Roads in the Arab Mashreq entered into force after five countries ratified it. It has since been signed by an additional six countries. The Agreement on International Railways in the Arab Mashreq was adopted and signed by eight countries. The feasibility study of the economic benefits of facilitating trade among Jordan, Lebanon and the Syrian Arab Republic was received positively by all three ministers of transport, as well as private sector representatives in Lebanon. Five countries established national trade and transport facilitation committees and three initiated steps to create such forums for public-private sector dialogue to support the simplification of trade and transport procedures in the region. ESCWA needs to continue strengthening the integrated approach to transport and trade facilitation, including the consolidation of resources, to enhance the positive impact in the region.

(b) Four member countries addressed new world trading system issues by updating laws and regulations on intellectual property rights, competition policies and trade in services, thus enhancing common understanding of international development trends and issues. An increased number of Arab high officials (339 compared with 70 in 2000-2001) attended the 14 meetings on trade issues. Out of a total of 968 participants, 24 per cent were female. This participation resulted in

important trade policy recommendations, in particular a coordinated negotiating position by member countries that emerged during the Arab ministerial meeting held in preparation for the Fifth Ministerial Conference of WTO. ESCWA supported preparations for the Conference by responding to increased demand for publications on trade negotiation topics in Arabic, which is not an official language of WTO. ESCWA technical assistance on WTO issues included providing training and organizing expert group meetings in preparation for the Conference. Further coordination between the private and public sectors on WTO issues needs to be secured, as well as a linkage between trade development issues and poverty alleviation and more technical assistance to member countries in the process of acceding to WTO.

(c) Increased availability of data and information developed by ESCWA in order to survey, monitor and improve financial integration, especially on issues related to foreign direct investment, and increased understanding of the factors that hinder the attraction of foreign direct investment and of the implications of globalization on financial markets were demonstrated in countries addressing financing for development needs by drafting or updating investment laws, such as the new investment law in Yemen in 2002 and the new free trade areas law in the Syrian Arab Republic in 2003. Others have taken more direct steps by opening up specific sectors to foreign direct investment, such as allowing branches of foreign private banks to open in the Syrian Arab Republic in 2002 and establishing a securities exchange market and opening new economic sectors to foreign direct investment in Saudi Arabia in 2003. Moreover, Kuwait and the United Arab Emirates asked to join the ESCWA-UNCTAD project on establishing national databases on foreign direct investment. Training courses were held in Bahrain and Jordan in 2003. More direct access to government official economic and financial data and information on the latest legislation on financing for development and regional integration is required to enhance decisions on sustainable economic development issues in countries of the region. The identification of focal points in all member countries to provide data and information about the latest developments in the fields of financing for development and regional integration would be useful.

(d) The capacity of member countries to identify and adopt schemes and initiatives to enhance their respective competitive environments was strengthened through training workshops on technical barriers to trade, trade in services and dispute settlement attended by government officials from several member countries. Increased awareness and capacity of member countries was manifested in the adoption of 11 recommendations during the expert group meeting on export competitiveness in ESCWA member countries, which tackled several issues included in the Millennium Development Goals. Recommendations focused on the improvement of product standards and specifications and support of the development of industrial technology at the regional level. The expert group further called for enhancing regional economic integration through the adoption of unified positions in regional negotiations and multilateral positions with respect to market access. Several issues related to trade disputes between WTO members were discussed during the regional dispute settlement seminar, and the impact of those discussions was demonstrated by the request of the Arab negotiators to attend more seminars on WTO-related issues in the next biennium. Intellectual property laws were introduced or amended in four member countries.

20.8 *Implementation rate*. The above results are based on the implementation of 96 per cent of 57 mandated outputs.

Subprogramme 5
Information and communication technology for regional integration

20.9 (a) Improved coordination between member countries and/or firms through expanded information and communication technology infrastructure was supported by improving the ICT infrastructure in all member countries, as evidenced by the increase in teledensity (the number of telephones per 100 people), personal computers and Internet users and hosts shown on the web site of the International Telecommunication Union. Those data indicate that mobile teledensity increased in 2002 in all member countries, with a slight increase in fixed lines, except in Iraq. This trend is expected to continue and should be validated when data become available for 2003. The same can be noted for other indicators. Regional averages for those indicators remain below the global ones, although the Gulf countries are in a better position than the other members and in some cases have higher indicators than the world average. Follow-up of recommendations in ESCWA studies related to ICT infrastructure and regional standardization needs to be enhanced. In particular, regional coordination of proposed projects, such as building a regional Internet backbone, should be invigorated in order to achieve tangible results and enhance regional integration.

(b) Wider dissemination of knowledge and information concerning information and communication technology standards, infrastructure and applications, in addition to wider diffusion of ICT applications, was supported by 16 activities — 8 more than were completed from 1996 to 2001. The Western Asia Preparatory Conference for the World Summit on the Information Society attracted 272 public and private sector participants from 23 countries (including 12 member countries). A tentative regional plan of action was prepared to assist member countries in implementing the outcome of the Summit and in coordinating efforts in the region. Most of the 11 publications were produced in Arabic at the request of member countries, and they covered a wide range of ICT-related domains and applications, such as ICT infrastructure, digital Arabic content, knowledge management and ICT applications in government, commerce, trade/transport and education. Reports on the Arab content initiative and information society profiles for Western Asia were extensively read and commented on in the media and by government officials. Positive verbal feedback was received regarding the publication of studies and reports in Arabic. Focusing on applications of regional interest, such as e-government, and on the development of the information society is expected to increase regional collaboration.

(c) The preparedness of member countries to participate effectively in the World Summit on the Information Society and awareness of the need to formulate tangible policies for the integration of ICT policies, standards and applications in the development process were increased as a result of the Western Asia Preparatory Conference for the Summit, which provided the participants with information and permitted knowledge acquisition and transfer regarding all aspects of the information society. The outcome of this Conference, the Beirut Declaration: Towards an Information Society in Western Asia, was one of the five regional declarations that constituted the basis for the Summit's Declaration of Principles and Plan of Action. The level of participation and the percentage of positive responses

(62 responses with an evaluation mark above 60 per cent in regard to its usefulness in Summit preparations versus 3 responses below 60 per cent) show that the Conference attained its objectives, particularly those of increasing awareness and helping member countries to prepare for the first phase of the Summit. This was reflected in the participation of all member countries in the Summit, with 2 presidents and 10 ministers in attendance. Of the 13 respondents to a questionnaire, 10 stated that they were moving immediately or within a year towards implementation of the Plan of Action. More efforts are needed to assist some member countries in harnessing ICT for socio-economic development, formulating ICT strategies and planning appropriate activities. Additional regional meetings at the technical and policy levels would further improve coordination activities and exchange of knowledge and expertise.

(d) The establishment of regional connectivity standards and protocols was supported by activities related to the promotion of digital Arabic content and the Arabic Domain Names System to coordinate the regional efforts of multilateral stakeholders to advance the building of the information society in the region. Technical activities related to standardization require more time and effort, as witnessed by the delay in the adoption of an ICT standard for the Arabic language by the Arab Industrial Development and Mining Organization, the agency in the League of Arab States in charge of standardization. The standard on Internet and the Arabic language, although it is in its final form and has received tacit approval from national standards commissions, requires a formal meeting for its adoption. A new project for the standardization of the Arabic Domain Names System was conducted by ESCWA to increase Internet usage in Arab countries through the use of native languages in Internet addressing schemes. A standardization document for the Arabic Domain Names System was under review by national and regional stakeholders before its expected adoption in 2004. The establishment of connectivity standards and protocols in the Arab region requires closer links with the League of Arab States, particularly the Arab Industrial Development and Mining Organization.

20.10 *Implementation rate*. The above results are based on the implementation of 100 per cent of 17 mandated outputs.

Subprogramme 6
Comparable statistics for improved planning and decision-making

20.11 (a) Increased interconnectivity with the Statistics Division of the Department of Economic and Social Affairs in the harmonization and quality control of statistics and improved complementarity between member countries was achieved through the joint implementation by ESCWA and the Statistics Division of a project on strengthening statistical capacity in the region. In a series of workshops, member countries shared expertise in the management and organization of statistical offices, census management and data dissemination, and statisticians from national statistical offices shared best practices and agreed on improving their capacity for the production of accurate and comparable statistics. To enhance the dissemination of ESCWA social statistical information, an international trade database module, the *Statistical Abstract of the ESCWA Region* and the *Bulletin on Vital Statistics in the ESCWA Region* were made available on the Internet. Workshops and seminars proved useful in gaining a better understanding of statistical concepts and definitions and ways in which they are implemented at the national level.

(b) Improved ability of national institutions to produce harmonized economic, social and sectoral indicators and statistics using international statistical standards was supported by ESCWA collaboration with the World Bank on implementing the activities of the International Comparison Programme through a regional project involving all ESCWA members except Iraq and Palestine. As a result of the combined efforts of member countries and ESCWA, progress was made in improving the quality of data on international trade movements, imports and exports by using the international trade system recommended by the United Nations. An expert meeting on poverty statistics succeeded in increasing the knowledge of participants on poverty-related issues and in drawing out deficiencies in poverty data, showing the need to conduct national surveys in order to obtain accurate and valid poverty data.

(c) Training of government officials in the use of the 1993 System of National Accounts and other international statistical standards increased through technical meetings and advisory services related to the implementation of the International Comparison Programme in the region. Of the 13 ESCWA countries, 11 joined the International Comparison Programme and benefited from training of government officials, mainly statisticians of central statistical offices, in the concepts of the System of National Accounts and its applications in the Programme. More than 60 government officials benefited from two regional meetings. The Programme's Western Asia regional coordinator visited member countries to provide technical advice and support. Increased training of government officials in using the System of National Accounts led to improvements in the ability of national institutions to produce harmonized economic statistics. (This accomplishment overlaps somewhat with the previous one.) The new round of the International Comparison Programme, which is implemented by ESCWA, is aimed at enhancing the ability of countries to make the transition from the System of National Accounts 1968 to the 1993 System.

(d) The production of customized economic statistics and sustainable development indicators increased owing to the identification of a preliminary set of indicators for sustainable energy development, which was discussed among concerned statistical and energy organizations in the region as a step in developing a regional sectoral energy development indicator. Two member countries are currently involved in developing and applying such statistics. Furthermore, a list of relevant environmental indicators was developed. It has been shown that the region has limited experience with sustainable development indicators, thus there is need for more coordination of those issues among the energy sector and statistical and planning organizations in ESCWA countries, as well as in regional organizations. Moreover, the region lacks adequate, valid and reliable environmental statistics. Accordingly, steps were taken to improve the quality of data and to enhance its comparability in the region by integrating an activity for the 2004-2005 work programme related to upgrading the environmental monitoring systems in the ESCWA region.

(e) Increased coverage and improved quality and use of national statistics relating to core social statistics and indicators, particularly in new areas, was supported through the provision of updated statistics on social areas via the Internet and publications. Various users were able to obtain accurate, timely and up-to-date social statistics from the ESCWA web site. The latest issues of the *Statistical Abstract* and the *Bulletin on Vital Statistics* were made available on the Intranet. Of

the 13 ESCWA countries. 11 participated in a training workshop on the Millennium Development Goals in which they made commitments to enhance cooperation in providing timely social statistics and indicators. This helped greatly in the preparation of the compendium of social statistics, which provided time-series data on the Millennium Development Goals and their indicators. Data from statistical offices showed that countries used different methodologies for measuring the same indicator. Further capacity-building activities are needed to improve the standardization of concepts and definitions and the exchange of best practices.

20.12 *Implementation rate*. The above results are based on the implementation of 100 per cent of 21 mandated outputs.

Section 22
Human rights*

Subprogrammes: 1. Right to development, research and analysis; 2. Supporting human rights bodies and organs; 3. Advisory services, technical cooperation, support to human rights fact-finding procedures and field activities

Highlights of programme results

United Nations system-wide support was mobilized for human rights mechanisms and for integrating the right to development into United Nations activities, resulting in United Nations agencies and programmes having begun to use human rights standards and principles as a tool in development programming. Leadership was provided in the adoption of an inter-agency plan for 2004-2006 to strengthen United Nations capacity at the country level to provide, at the request of Member States, assistance in the development of national systems for the promotion and protection of human rights aimed at not only improving the lives of individuals, but also contributing to social stability and sustainable development.

Treaty body reform was initiated with a view to reducing the reporting burden of States parties to the various international human rights instruments by convening meetings of stakeholders. Since the re-establishment of a dedicated petitions team, there has been a significant reduction in the delay in processing complaints filed with treaty bodies, which indicated improved support for their work. The more than 12,000 pieces of correspondence acted on within the past biennium included all correspondence received in 2002-2003 as well as 3,000 pieces from previous years. In a number of cases, this expeditious handling of complaints resulted in protection of the complainant from serious consequences.

Technical cooperation activities more than doubled, in both number and size, contributing to the development and strengthening of national protection systems in 35 countries; 70 per cent of government requests were carried out. The independent global review of the technical cooperation programme concluded that the role of the Office of the United Nations High Commissioner for Human Rights as the United Nations expert organization in the field of human rights is recognized, acknowledged and valued by Governments and non-governmental organizations, as well as other members of the United Nations family. Mainstreaming human rights within United Nations country teams resulted in the provision of support to the human rights components of 13 United Nations peace missions, the establishment of 6 regional and subregional offices and the provision of human rights advisers to 4 United Nations county teams. Seventy per cent of technical cooperation projects in 2003 were undertaken in cooperation with United Nations agencies at the country level.

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 22)) and in General Assembly resolution 56/253, annex I, paras. 67-71. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

The comprehensive assistance provided to mandate holders (special rapporteurs, experts and working groups) under "special procedures" established by the Commission on Human Rights in order to respond to ad hoc human rights situations was strengthened, resulting in some 1,300 urgent appeals being sent to over 120 countries seeking the protection of persons or groups in need. Fifty countries were visited by mandate holders, and over 200 reports and studies were produced under the special procedures, including recommendations that can serve as a basis for United Nations action in the field of human rights at the country level. The strengthening of support for special procedures enabled mandate holders to react more quickly to allegations of violations and to intervene with Governments in a more timely manner, resulting in a greater ability to protect individuals, preventing death, torture and other human rights violations.

Implementation rate. The above results are based on the implementation of 87 per cent of 3,733 mandated outputs. (Related tables are accessible in the electronic version of the report.)

The results achieved are set out in greater detail in the Annual Report 2002 and Annual Report 2003 (forthcoming in June 2004) of the Office of the High Commissioner. (These documents are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Right to development, research and analysis

22.1 (a) Wider integration and/or inclusion of the promotion and protection of the right to development across the human rights programme and other relevant programmes of the Secretariat, the United Nations system and major international organizations was advanced through the provision of substantive and organizational support to the Working Group on the Right to Development and research and assistance to the independent expert on the right to development, as well as to other relevant special rapporteurs and experts of the Commission on Human Rights and its Subcommission on the Promotion and Protection of Human Rights. In response to an increase in mandates from 15 to 21 compared with the previous biennium, the number of joint programmes with United Nations agencies increased from 2 to 10 and the number of agencies contributing to the Working Group on the Right to Development, special procedures and treaty body mechanisms increased by 20 per cent. Through such joint efforts, draft guidelines on a human rights approach to poverty reduction strategies, the revised international guidelines on HIV/AIDS and human rights, a study on human rights and disability, the recommended principles and guidelines on human rights and human trafficking and housing rights legislation were produced. Aimed at development practitioners, they have contributed to a greater understanding of the linkages between human rights and development issues. The Office of the United Nations High Commissioner for Human Rights played an advocacy role at the World Summit on Sustainable Development, the International Conference on Financing for Development and the World Summit on the

Information Society, which adopted declarations and plans of action with specific references to the right to development. The content of the OHCHR web site was improved through the addition of web pages focusing on linkages between human rights and development issues, resulting in a 125 per cent increase in the number of visits over the previous biennium.

(b) To achieve major strengthening of coordination and cooperation for human rights across the United Nations system, OHCHR supported the United Nations organizations and agencies in integrating human rights within development policies and programmes and energized the work of inter-agency coordination mechanisms, resulting in the adoption of a rights-based approach to development cooperation among them. Common country assessment/United Nations Development Assistance Framework guidelines were improved so that United Nations country teams could better reflect and integrate human rights in their common assessment and planning frameworks. Most notably, OHCHR led the process towards the adoption, in September 2003, of an inter-agency plan for 2004-2006 to strengthen United Nations capacity to provide, at the request of Member States, assistance in the development of national systems for the promotion and protection of human rights, resulting in a strategic framework for more coordinated efforts within the United Nations system to respond to the needs of countries and to make better use of resources.

(c) Strengthened efforts contributing to the elimination of racism, racial discrimination, xenophobia and related intolerance included follow-up to the World Conference against Racism, Racial Discrimination, Xenophobia and Related Intolerance, held in South Africa in 2001, to ensure the implementation of the Durban Declaration and Programme of Action by various stakeholders. Support to improve the global follow-up mechanisms that were established by General Assembly and the Commission on Human Rights included preparing comprehensive programmes of work in thematic areas decided upon by the Working Group of Experts on People of African Descent and the Intergovernmental Working Group on the effective implementation of the Durban Declaration and Programme of Action. As the lead agency for mainstreaming the World Conference outcome within the United Nations, the Office organized joint activities with United Nations agencies. Four regional expert seminars focused on the implementation of the Durban Programme of Action. Technical cooperation projects at the national level included development of a small grant scheme to provide financial support for action-oriented initiatives by NGOs, grass-roots communities and schools in 14 countries in the field of education to combat racism, racial discrimination, xenophobia and related intolerance. Upon request, small grants were provided to five national human rights institutions for projects on raising awareness about racial discrimination. In addition, upon request, a grant was provided to a Government to facilitate the elaboration of a national action plan to combat racism. Networks established in Durban to foster their members' activities in combating racial discrimination were enhanced. Regular sharing of information with NGOs and youth organizations facilitated their participation in meetings convened by the World Conference follow-up mechanisms and other events. In the next biennium, OHCHR will expand the practice of inviting expert panellists to present papers to the working groups in order to stimulate debate, raise interest by participants and assist the working groups in developing recommendations.

(d) To enhance awareness, knowledge and understanding of all human rights, including the right to development, the forward-looking publications policy that was adopted included making Arabic-, Chinese- and Russian-language publications available on the OHCHR web site, revising and enhancing the list of publications and developing and maintaining the publications database. By establishing a human rights library and a documentation centre, OHCHR became a resource centre in human rights education. The information/publications desk distributed a total of 144,113 copies of publications upon request to OHCHR field offices (64 per cent), to NGOs (33 per cent) and to the United Nations Development Programme, permanent missions, academic institutions and universities (3 per cent). The number of copies of publications distributed on request increased almost three times compared with the previous biennium, while remaining 50,000 copies below the target. Field offices dispatched publications to various end-users, including at the grass-root level. In addition, while publications were often downloaded from the OHCHR web site, the number of such downloads was not available. Therefore, the distribution of printed publications underestimates their contribution to enhancing awareness and understanding of human rights.

(e) New efforts aimed at wider recognition of the rights of women, children and persons belonging to minorities, migrant workers, indigenous people and persons with disabilities and strengthening the protection of vulnerable groups focused, in particular, on integrating the gender perspective and the human rights of women throughout OHCHR activities and encouraging gender mainstreaming by the United Nations human rights treaty bodies and under the Commission's special procedures. Under the gender mainstreaming strategy, a network of 27 OHCHR gender focal points was established and 10 gender-specific meetings and workshops were organized. Efforts have been directed at highlighting the intersection of different types of discrimination, with particular attention to the discrimination suffered by women who are also victims of racism, racial discrimination and xenophobia (including as members of vulnerable groups) and to the links between poverty and multiple discrimination. The violence that women suffer due to gender discrimination and the role that women play in the prevention and resolution of conflict were emphasized as priority human rights issues. Support for wider recognition of the rights of persons belonging to minorities and indigenous people was strengthened through increased substantive servicing of the relevant Commission on Human Rights and Subcommission mechanisms. The number of individual communications and allegation letters processed for action by the Special Rapporteur on the situation of human rights and fundamental freedoms of indigenous people doubled to 150 in 2003. The participation of minority representatives in the Working Group on Minorities increased by 20 per cent compared with the previous biennium, reaching 200 representatives. Attendance at meetings of the Working Group on Indigenous Populations stabilized, with around 1,000 participants a year, making it one of the largest human rights meetings. Indigenous and minority issues were further addressed at six seminars and at two new training programmes created for French-speaking indigenous and minority representatives, as well as with the publication of the United Nations guides for minorities and for indigenous people in various languages. It is envisaged that ways and means will be identified to collect and evaluate the data concerning OHCHR activities in this area along with the feedback from participants in relevant meetings.

22.2 *Implementation rate*. The above results are based on the implementation of 86 per cent of 629 mandated outputs.

Subprogramme 2
Supporting human rights bodies and organs

22.3 (a) The timely delivery of support to intergovernmental bodies, expert bodies and treaty bodies, inter alia, in order to contribute to reducing the backlog in the consideration by the reviewing mechanisms of the States parties' reports was approached, in line with the Secretary-General's reform plan, through efforts to streamline reporting by States parties to human rights treaties. Consolidated guidelines for the preparation of reports and for an expanded core document providing information on all human rights treaties to which a State is party are under preparation. With the exception of reports required under the Convention on the Rights of the Child, which has achieved near-universal ratification, reports of States parties required by human rights treaties are considered by the relevant monitoring body within an average of 14 months of submission. Members of treaty bodies have reported a 75 per cent satisfaction rate in respect of services provided. The timely dissemination of treaty body output was facilitated through an automatic mailing list server. As a result of measures taken by the Documents Processing Unit to streamline the processing of documents, 45 per cent of the documents for the 2003 session of the Commission on Human Rights were submitted in accordance with the 10-week rule, the highest rate in its history, with those reports being available six weeks prior to the meeting and the remaining documents being issued prior to the consideration of relevant agenda item. Over 50 per cent of the documents for the Third Committee were submitted in accordance with deadlines set by the General Assembly, and 25 per cent of the documents required by the Subcommission were submitted within the 10-week deadline and in strict compliance with page limitations.

(b) The timely delivery of support to intergovernmental bodies, expert bodies and treaty bodies, inter alia, in order to reduce the backlog in the consideration of complaints by the reviewing mechanisms, was enhanced by the reestablishment of a dedicated petitions team and the creation of a case management database resulting in a significant reduction in the delay between the submission of individual communications and their processing. With the exception of those received in Russian, there was no backlog in the processing of complaints, with over 12,000 pieces of correspondence having been acted on during the reporting period. A total of 150 individual complaints were prepared for consideration of the Human Rights Committee and the Committee on the Elimination of Racial Discrimination, and the number of individual complaints considered by the Human Rights Committee increased to 115, compared with 78 in the previous biennium. The timely processing of correspondence resulted in the submission of additional new complaints, with 170 having been registered during the biennium compared with 102 in 2000-2001. In 2003, the amount of correspondence received in Russian increased substantially, to one third of all correspondence received by the Human Rights Committee. It is necessary to ensure that a Russian translator is always available to the petitions unit. The generation of statistical information by the complaints database needs improvement.

22.4 *Implementation rate*. The above results are based on the implementation of 84 per cent of 2,417 mandated outputs. A total of 386 outputs were terminated, mostly

parliamentary documentation for treaty bodies that required fewer reports than were programmed. An additional 313 outputs were completed at the request of legislative bodies after the programme budget had been prepared.

Subprogramme 3
Advisory services, technical cooperation, support to human rights fact-finding procedures and field activities

22.5 (a) The financial value of advisory services and technical and financial assistance provided, at the request of the State concerned and the regional human rights organizations, in support of human rights actions and programmes more than doubled, from $8.8 million in 2000-2001 to $19.3 million in 2002-2003. About 70 per cent of the Governments' requests for technical cooperation were met, despite a difficult financial situation in early 2003 owing to very limited carry-over of resources and the late arrival of contributions. The programme has contributed to the establishment of a Truth and Reconciliation Commission in Sierra Leone, the adoption of a national plan of action in Mongolia and the establishment of an independent national human rights commission in Afghanistan. For the first time in its history, the technical cooperation programme underwent a global review by external consultants that concluded that the country and thematic studies had yielded ample evidence that the role of OHCHR as the United Nations expert organization in the field of human rights was recognized, acknowledged and valued by Governments and NGOs, as well as other members of the United Nations family. The recommendation on improving the efficiency and effectiveness of the technical cooperation programme is being implemented. Result indicators to measure impact, such as the number of institutionalized human rights training programmes for core professional groups, laws and policy documents adopted or revised and national plans of action and human rights institutions established as the direct or indirect result of OHCHR technical cooperation activities, could be very useful.

(b) To fulfil the mandates given to OHCHR by the General Assembly, the Economic and Social Council and the Commission on Human Rights to support human rights monitoring mechanisms, such as special rapporteurs and representatives and expert and working groups mandated by policy-making bodies, the analytical, communication, information and logistical assistance provided in connection with such "special procedures" was strengthened in order to respond to ad hoc human rights situations. As a result, about 1,300 urgent appeals were sent to more than 120 countries seeking the protection of persons or groups in need. More than 50 per cent were joint appeals by at least two mandate holders. An estimated 700 letters of allegations concerning individual cases or general situations were sent to Governments under special procedures. Some 50 countries were visited in the framework of activities of mandate holders. Furthermore, more than 200 thematic and country-specific reports and studies were produced under special procedures, including recommendations that should serve as the basis of United Nations action in the field of human rights at the country level. Taking into account the recommendations of the meetings of special procedures mandate holders in 2002 and 2003, the Quick-Response Desk and the thematic database were strengthened to ensure better coordination of the special procedures communications and their follow-up with Governments. In order to enhance the support provided under special procedures, a Special Procedures Branch was established. The responses to a questionnaire sent to all mandate holders in 2003 indicated an average level of

satisfaction with the support provided by the Secretariat of 4.25 on a 5-point scale, with a response rate of about 50 per cent. Strengthening of cooperation with United Nations partners in the field is needed to further improve follow-up of recommendations and communications issued under special procedures.

(c) To enhance awareness, knowledge and understanding of all human rights, including the right to development, 40 field presences assisted Governments' efforts to realize human rights in concrete terms, especially through the creation of strong human rights protection systems at the country level. Through its action plan, OHCHR is enhancing the capacity of United Nations and non-United Nations partners to undertake capacity-building and technical cooperation work with the support of OHCHR, as requested by Member States. OHCHR supported 13 human rights components of United Nations peace missions, set up 6 regional and subregional offices within regional commissions or UNDP country offices and responded positively to half of the requests by United Nations resident coordinators (four out of eight) for human rights advisers to be assigned to United Nations country teams. Through these completely new developments, OHCHR consolidated the focus of its field work on developing strong human rights protection systems at the national level, as well as mainstreaming human rights efforts within United Nations country teams. In 2003, 70 per cent of the projects funded by the Voluntary Fund for Technical Cooperation in the Field of Human Rights were undertaken in cooperation with other United Nations agencies at the country level. Field presences, however, are to be limited in time and in scope: the end of mission is predicated on the consolidation of national human rights capacities and infrastructures. Exit strategies are implemented in a transparent way and in close consultation with all partners concerned, taking into account local conditions.

22.6 *Implementation rate*. The above results are based on the implementation of 97 per cent of 687 mandated outputs.

Section 23
Protection of and assistance to refugees*

Subprogrammes: 1. International protection; 2. Assistance

Highlights of programme results

The adoption of the Agenda for Protection, under which programme initiatives were introduced covering special services for children, children at risk, women, and the elderly, fostered improvement in the quality and outcome of services provided to 20.6 million people annually. A plan of action developed in response to recent evaluations focused on mainstreaming established priorities, and a new section was created at Headquarters to address women, children and community development.

The report of the United Nations High Commissioner for Refugees on strengthening the capacity of the Office of the Commissioner to carry out its mandate (A/58/410) provided the framework for enhancing the effectiveness and efficiency of the whole spectrum of activities at Headquarters, as well as in the 251 offices in 115 countries that arranged for the voluntary repatriation, return or resettlement of 4.4 million persons during the biennium.

A new initiative, Convention Plus, which focused on the increased use of comprehensive and regional approaches to preventing and resolving refugee situations and other forms of involuntary displacement, was launched. Criteria were developed for identifying specific situations and regional initiatives for durable solutions for refugees and internally displaced persons.

Implementation rate. The above results are based on the implementation of 97 per cent of 206 mandated outputs. (Related tables are accessible in the electronic version of the report.)

Complete details on the implementation of the programme can be found in the UNHCR publications *Global Report 2002*, *Global Appeal 2004* and *Global Report 2003* (to be issued in 2004). (These documents are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
International protection

23.1 (a) The number of accessions to the relevant conventions and protocols for the protection of refugees increased by 4 signatories to bring the total to 145, contributing to the building of a refugee law regime.

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 23)) and in General Assembly resolution 56/253, annex I, paras. 72-76. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

(b) In the Agenda for Protection, UNHCR developed activities and indicators that positively promoted the goal of improved observation by States of accepted standards of treatment of refugees, in particular the development of guidelines on the reception of asylum-seekers. The UNHCR annual protection reports provided information on asylum policy and practice.

(c) Effective responses to the protection needs of refugee women, children and elderly persons were addressed under the Agenda for Protection, specifically the concerted activities directed at the sexual exploitation of refugee women and children and concrete initiatives to build on the potential of the elderly in the delivery of community services. The approach of UNHCR to these three priority categories was restructured to aim at a more holistic plan using multidisciplinary teams in field operations. Programme initiatives were introduced covering special services for children, children at risk, women and the elderly.

(d) A new initiative, Convention Plus, was launched that focused on increased use of comprehensive and regional approaches to preventing and resolving refugee situations and other forms of involuntary displacement. Reviews of new refugee emergencies, major repatriation operations and protracted situations contributed to the development of criteria for identifying specific situations and regional initiatives for durable solutions for refugees and internally displaced persons.

23.2 *Implementation rate*. The above results are based on the implementation of 95 per cent of 73 mandated outputs.

Subprogramme 2
Assistance

23.3 (a) Although the budget allocation for training of partners decreased by 5 per cent, UNHCR continued to support their empowerment by training 1,500 partners in a range of areas. The most significant area of growth was in the number of national NGO partners entering into implementing agreements with UNHCR; of the 700 implementing partners, 75 per cent were national NGOs. The number of United Nations Volunteers working in implementing programmes grew to 600. The emphasis that UNHCR continued to place on enhancing the capacity of its partners is borne out by the fact that $330 million of the UNHCR annual budget was channelled through its implementing partners.

(b) Improved emergency preparedness and response mechanisms were registered in three areas: procurement and delivery of supplies; training; and early warning. A real-time evaluation of the response to the crisis in Afghanistan and neighbouring regions resulted in a review of procurement procedures and delivery and stockpiling arrangements. The emergency response capacity of UNHCR was improved through the workshop on emergency management, held three times each year. Preparedness was enhanced through greater use of early-warning mechanisms, in particular the use of briefs prepared by private research institutions and think-tanks on emerging hot spot situations. Field operations were monitored regarding their compliance with the United Nations minimum operating security standards as an index of overall emergency preparedness.

(c) The number of implementing partners increased to 700, with national NGOs representing 75 per cent of the total. In addition, the number of United

Nations Volunteers involved in implementing programmes increased to 600, and UNHCR channelled $330 million of the annual budget through the implementing partners. Operational cooperation with implementing partners made the work of UNHCR more effective by appropriately focusing it to the local environment.

(d) Annual programming exercises and related directives for country operation plans were used to promote the mainstreaming of programme priorities, namely refugee women, refugee children and adolescents, the elderly and the environment. A review of those country operation plans and an analysis of project documents prepared by the UNHCR field offices showed that 5 per cent more plans and related project documents reflected the priority areas in a meaningful way, with corresponding resources. Following independent evaluations of UNHCR activities in relation to refugee women, children and community services, a plan of action was elaborated to address the issue of mainstreaming with the creation of the Women, Children and Community Development Section at UNHCR headquarters.

(e) A policy framework for security in refugee and returnee areas was adopted in 2002 by the Executive Committee in the form of a conclusion on the civilian and humanitarian character of asylum. Another key accomplishment was the organizational development initiative known as enhanced refugee security, which aims to increase in-house expertise and capacity in refugee security management. A third initiative was the development of partnerships with national police forces to provide advisers to UNHCR field operations for better refugee camp security. Those initiatives, covering the policy and operational aspects (both internal and external), enhanced the parameters within which UNHCR was able to work for the safety of refugees and returnees.

23.4 *Implementation rate*. The above results are based on the implementation of 98 per cent of 133 mandated outputs.

Section 24
Palestine refugees*

Highlights of programme results

In providing education, health, relief, social and microfinance services to about 4 million registered Palestine refugees in Jordan, Lebanon, the Syrian Arab Republic, the West Bank and the Gaza Strip, the United Nations Relief and Works Agency for Palestine Refugees in the Near East sought to maintain services that were complementary to those provided by host authorities and cooperated with United Nations entities. The Agency implemented such projects as the construction and renovation of classrooms, school buildings and other educational assets, as well as of primary and environmental health facilities in refugee camps, and the rehabilitation of shelters.

The education programme enrolled more than 491,000 elementary, preparatory and, on a selective basis in Lebanon, secondary school students, with an additional 6,751 graduating from its vocational training centres and teacher-training courses. Low pupil dropout rates were achieved in basic education, and pupil pass rates of 96 per cent were maintained. A total of 74 per cent of vocational training centre graduates found employment after graduation.

The health programme focused on, inter alia, primary health care with a special emphasis on maternal and child health, as well as environmental health services. Child and infant mortality rates were reduced to below the world average, and 99 per cent immunization coverage against vaccine-preventable diseases was maintained.

The relief and social services programme provided 253,638 low-income individuals with food and cash subsidies and some 201,679 families with emergency assistance in the West Bank and the Gaza Strip, and also promoted economic self-reliance, community participation and skills training among women, youth and persons with disabilities in the refugee community.

The microfinance and microenterprise programme stimulated income generation opportunities and economic growth within the refugee community by, inter alia, issuing 19,743 loans to small entrepreneurs in four of the Agency's five areas of operation while increasing loan repayment rates to 98 per cent.

Implementation rate. The programme budget for UNRWA does not include any quantifiable outputs. (For statistics on selected outputs and services provided, see related tables in the electronic version of the report.)

Detailed information on UNRWA performance can be found in the reports of the Commissioner-General of UNWRA for the period from 1 July 2001 to 30 June 2002 (A/57/13) and from 1 July 2002 to 30 June 2003 (A/58/13 and Corr.1). (These documents are accessible in the electronic version of the report.)

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 24)) and in General Assembly resolution 56/253, annex I, para. 77. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives.

Programme accomplishments

Education

24.1 (a) Improvement of the quality of education provided to the Palestine refugee population at all levels, including maintaining an environment conducive to learning through upgrading and construction of facilities and enhancing the skills and competencies of the Agency's teaching and training staff, was demonstrated by a decrease in the dropout rate of pupils in basic education from 1.4 per cent in the school year 2000/01 to 1.1 per cent in 2002/03 and the maintenance of pupil pass rates of 95 per cent for 491,978 pupils enrolled in 663 UNRWA schools. A total of 74 per cent of the 4,297 trainees who graduated from the Agency's eight vocational training centres found employment. In addition, 597 students graduated from three education science faculties and the teacher training section, and 1,857 education staff graduated from in-service training courses.

(b) To meet the needs arising from high natural growth rates in the school population, 414 educational facilities were constructed or renovated, 262 more than during the biennium 2000-2001. While this exceeded the target, facilities were not sufficient to accommodate the increasing number of students, which has obliged the Agency to convert more schools to operate on double-shift basis. UNRWA recruited 1,883 teaching staff. In an effort to address the impact of double-shifting on the teaching-learning process and student achievement, the Agency monitored achievement tests in the core subjects (Arabic, English, science and math) in all five of its areas of operation for grades five to seven in order to identify weaknesses and to implement remedial activities. The test results provided the necessary indicators for a future review to assess both achievement levels and quality of education in UNRWA schools.

(c) To support the introduction of curriculum developments adopted by the host Governments in the Agency's general education programme, 400 workshops were held to train staff, newly introduced textbooks were reviewed and 600 enrichment materials were produced. As a result of these curriculum development and training activities, refugee pupils in UNRWA schools affected by curricular changes will benefit from consistency with the structure and content of host authority educational systems, helping to ensure continuity in their future educational pursuits. In the future, working relationships with the ministries of education need to be fostered so that UNRWA will be aware of any future curricular development plans and will have ample time to respond to changes. As the host authorities have introduced new school subjects, UNRWA education science faculties in Jordan and the West Bank and the teacher training section in Lebanon need to review the existing specializations offered and train teachers in the new subject syllabuses.

(d) To meet the requirements of the labour market locally and in the region, the Agency's vocational training institutions revised syllabuses and introduced new courses to meet market demand (business administration, computer information systems, computer typing and data-processing, banking and financial management, assistant pharmacist and telecommunications) and eliminated others that had become obsolete. Short-term courses were implemented to prepare young Palestine refugees for specific local and regional labour market demands. In the future, existing courses will be continuously reviewed and assessed to support increased

employment opportunities of vocational training centre graduates, supported by the timely procurement of appropriate machinery and equipment for various courses.

Health-care services

24.2 (a) Improvement of the overall state of health of the Palestine refugee population and a reduction in the number of environmental health problems in their camps was demonstrated through the analysis of data collected during the second pilot run of the newly introduced management health information system as well as through recent self-evaluations. The data revealed a decline in the infant and child mortality rate, which dropped below the worldwide average of 55.6 deaths per 1,000 live births. The main lesson learned is that substantial gains can be achieved from relatively modest expenditure by choosing effective and affordable interventions with a high potential impact on health.

(b) To preserve the sustainable investment achieved in primary health care, the Agency targeted approximately 200,000 Palestine refugee women of reproductive age, 250,000 pre-school children and 500,000 children enrolled in UNRWA schools, as well as approximately 120,000 patients suffering from non-communicable diseases in its five areas of operation. With cooperation from other health agencies and partners, several projects for the improvement of primary health-care facilities were implemented, and optimal immunization (99 per cent coverage) against vaccine-preventable diseases and consequently zero incidence of poliomyelitis and neonatal tetanus were maintained. New vaccines were introduced into the immunization programme, and two health education activities on smoking and prevention of HIV/AIDS targeting schoolchildren were maintained. The coverage and quality of maternal health and family-planning services were improved. Major challenges were encountered in preventing breakdowns in service delivery, quality and sustainability because of obstacles to humanitarian access in the occupied Palestinian territory of the Gaza Strip and the West Bank. The main lesson learned is that health system development requires substantial investment in staff training and development if the contemplated targets are to be achieved.

(c) Regarding streamlined health policies and standards harmonized with those of host Governments and the Palestinian Authority, UNRWA maintained partnership agreements with host authorities in the areas of tuberculosis and HIV/AIDS control as well as control of congenital diseases, including hemolytic anaemia in the Syrian Arab Republic and phenylketonuria in the Gaza Strip and the West Bank. Arrangements were made with public health laboratories to improve surveillance of vaccine-preventable diseases earmarked for eradication and/or elimination, such as poliomyelitis, measles and rubella, consistent with WHO global strategies. Mortality due to toxaemia in pregnancy was reduced twice as much as the target set and no increase in the case detection rate of non-communicable diseases was apparent. Projects to improve access to water and sewerage systems in refugee camps were still either in the initial phase of implementation or had not yet been completed because their lifetime spanned the biennium. The impact of those development projects was expected to be seen during the next biennium. All projects for ensuring environmental sustainability in refugee camps were planned and designed in conformity with the master development plans of local municipalities and were being implemented in close coordination with the host authorities. As a result, no major disease outbreaks took place and communicable diseases preventable by immunization remained well under control. Special

emphasis needs to be placed on redesigning the special programme for control of non-communicable diseases and prevention and control of iron-deficiency anaemia in order to improve the impact of those programmes on the health status of the target groups. The main challenges, to both UNRWA and the host authorities, were major changes in the demographic, epidemiological and behavioural characteristics of the population and inadequate resource allocations for health. The ongoing humanitarian crisis in the West Bank and the Gaza Strip placed additional demands and challenges on both UNRWA and the Ministry of Health of the Palestinian Authority in terms of preserving service delivery, quality, sustainability and rehabilitation of health and environmental infrastructure. The main lesson learned is that partnerships with stakeholders help to mobilize additional resources, increase efficiency and cost-effectiveness and avoid duplication and overlap.

Relief and social services

24.3 (a) Special hardship assistance contributed to the improvement of the socio-economic status of refugees through the distribution of food and cash subsidies to 253,638 individuals. Wide-scale food distribution was conducted on a recurring basis, when emergency appeal funds were available, to an additional 80,517 families in the West Bank and 121,162 households in the Gaza Strip. Income generation activities implemented by the Agency assisted in reducing the dependence of Palestinian refugees on relief and social service assistance, as 11,960 families (comprising 46,760 persons) moved off the special hardship assistance rolls and became largely self-reliant. UNRWA rehabilitated 1,491 shelters using both contractual and self-help approaches. Such efforts ensured the safety of families living under hazardous conditions, reduced unhealthy and/or unhygienic conditions of their shelters and promoted community participation in shelter rehabilitation.

(b) To alleviate poverty among the most disadvantaged of the Palestine refugees by improving their capacity to become self-reliant, the poverty alleviation programme created 1,916 jobs through various credit schemes, which contributed to improving the living standards of the refugees and their families. A total of 787 women benefited from women's group lending schemes. The selective cash assistance programme, intended to address the needs of special hardship case families, fell short of its objective of assisting 25 per cent of such families with incomes of less than $200 per family per annum. Only 12 per cent received cash assistance during the reporting period because of a shortage of funds. The Agency is unable to meet the existing and ever-increasing housing needs of refugees in camps because of insufficient extrabudgetary funding. Monitoring and evaluation, capacity-building of staff and volunteers and gender mainstreaming are areas in the relief and social services area that need improvement.

Microfinance and microenterprise

24.4 (a) A total of 19,743 loans were provided through a variety of products. For most of the loans, there was no mechanism for collecting data on the number of jobs generated. With regard to the increase in income-generation opportunities created through the small-scale enterprise lending product (i.e., the job-creation product), 78 jobs were created through the provision of 41 loans, although 800 jobs were targeted. Overall, loan repayment rates increased progressively to 98 per cent at the end of the biennium and surpassed the target rate of 94 per cent. However, this was affected by the introduction of a new loan write-off policy in 2002 that led to the

independent measurement of written-off loans. The shortfall in job creation can be attributed to the collapse of the economy in the West Bank and the Gaza Strip, where 50 per cent of the workforce was unemployed. It is also due to a restriction on lending through the job-creation product, which now constitutes only a tiny part of lending activity. This product will be extended again only when the current economic crisis abates.

(b) Substantial progress was made in the last year of the biennium in the development of the capacity of women entrepreneurs among the Palestine refugees: 92 per cent of the target set for the number of women benefiting from the programme was achieved. In 2003, some 4,581 loans were provided to women, compared with fewer than 3,000 in 2002. While those results were impressive, solidarity group lending in the Gaza Strip was the product driving the level of women's participation up to 37 per cent of clients. As 98 per cent of all lending to women is based in the Gaza Strip, the Agency needs to extend its range of lending to women in its other areas of operation.

Project activities

24.5 The availability of resources that improve infrastructure and socio-economic conditions in the Agency's five areas of operation has increased, as measured by both the number of projects completed and the amount of contributions received for project implementation. UNRWA completed 110 projects, 8 more than in 2000-2001, though less than the target. It received contribution income of $42.3 million, 55 per cent more than during the previous biennium. However, this represented only 38 per cent of the $111.8 million for which the Agency had developed proposals for projects, which were usually of a non-recurrent nature and designed mainly to upgrade and extend basic infrastructure in the educational, health, relief and social services programme areas and to implement specific activities and provide support to the Agency's regular programmes.

Section 25
Humanitarian assistance*

Subprogrammes: 1. Policy and analysis; 2. Complex emergencies; 3. Natural disaster reduction; 4. Disaster relief; 5. Humanitarian emergency information and advocacy

Highlights of programme results

Accomplishments in the area of humanitarian assistance policy included the development of interim guidelines for United Nations country teams on planning and coordinating support for countries emerging from conflict. The internally displaced persons response matrix and protection survey improved inter-agency assessment of the effectiveness of institutional mechanisms to enhance responses to internal displacement at the field level. Criteria for assessing the humanitarian impact of sanctions were established. Operational guidelines were developed to safeguard the neutrality and impartiality of humanitarian assistance in conflict situations. Work related to protecting civilians in armed conflict led to the recognition of the need to include protection issues in Security Council-mandated missions. The protection agenda was promoted and mainstreamed at the national and regional levels through six workshops on key protection issues.

The Office for the Coordination of Humanitarian Affairs strengthened collaboration with the humanitarian community to enhance coordination arrangements and to increase and expedite staff deployments to emergency situations. Its more robust field presence led to an increase in its information-gathering and advocacy operations, leading to more coherent and effective humanitarian policies and coordination mechanisms among humanitarian agencies, donors and political actors. Early and effective contingency planning resulted in the field deployment of surge capacity staff three to six weeks before the escalation of a crisis, reducing the overall amount of time required for deployment to the crisis country, enhancing the preparation of inter-agency consolidated appeals and resulting in better funding of appeals. An integrated action plan with partners led to the timely identification of the assistance needs of emergency-affected populations. The establishment of sub-offices of the Office for the Coordination of Humanitarian Affairs in emergency-affected countries facilitated the humanitarian community's access to vulnerable populations in hard-to-reach areas.

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 25)) and in General Assembly resolution 56/253, annex I, paras. 78-84. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

Awareness of humanitarian issues was enhanced by coordinated advocacy activities, fostering advocacy partnerships with stakeholders and increasing public information capacity. The information made available through the Office's information services and systems, including the integrated regional information networks, ReliefWeb and OCHA Online, increased awareness and understanding of humanitarian concerns and improved the ability of humanitarian partners in decision-making on emergency response, preparedness and contingency planning.

Implementation rate. The above results are based on the implementation of 98 per cent of 1,003 mandated outputs. (Related tables are accessible in the electronic version of the report.)

The results of the programme are set out in greater detail in *OCHA Annual Report 2002* and *OCHA Annual Report 2003*. (These documents are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Policy and analysis

25.1 (a) The coordination of United Nations humanitarian assistance was improved by the legislative endorsement of humanitarian coordination initiatives. Those initiatives included work by the Inter-Agency Standing Committee to strengthen coordination arrangements concerning internally displaced persons. The Inter-Agency Standing Committee also endorsed the revised terms of reference for resident and humanitarian coordinators, which defined more clearly the range of responsibilities of a humanitarian coordinator. Important outcomes endorsed by the Inter-Agency Standing Committee included the guidelines on the use of military civil defence assets in complex emergencies and the report of the Task Force on Protection from Sexual Exploitation and Abuse in Humanitarian Crises, as well as its accompanying Plan of Action, which formed the basis of the Secretary-General's bulletin on the subject (ST/SGB/2003/13). To promote the protection of civilians in armed conflict, the Office conducted six workshops on better dissemination and sharing of information on key protection issues and consulted with key stakeholders in the field on mainstreaming protection concepts at the national and regional levels. An external review of the Inter-Agency Standing Committee recognized its strengths in promoting field coordination and fostering partnerships with non-United Nations actors and made a number of recommendations for enhancing its effectiveness, which are being implemented.

(b) Mainstreaming a gender perspective into policies and programmes was advanced by including relevant responsibilities in the terms of reference of the humanitarian coordinators and by providing a guidance note in which those responsibilities were made a key component of their strategic coordination and humanitarian accountability functions. At the international level, the Inter-Agency Standing Committee endorsed the Plan of Action on Protection from Sexual Exploitation and Abuse in Humanitarian Crises, which focuses primarily on the needs of women and children and includes the development of specific codes of

conduct for staff. The Plan of Action led to the issuance of the Secretary-General's bulletin on the subject. However, it was concluded, on the basis of self-evaluations, that there remained a need to promote more proactive gender mainstreaming, particularly at the field level and in the work of the Internally Displaced Persons Unit. The Office followed up those conclusions by developing a policy and an action plan to support the mainstreaming of a gender perspective into its core functions. In addition, the Internally Displaced Persons Unit drafted a training module specifically on gender issues.

25.2 *Implementation rate*. The above results are based on the implementation of 100 per cent of 50 mandated outputs.

Subprogramme 2
Complex emergencies

25.3 (a) The provision of timely and coordinated support to operational agencies engaged in the response to humanitarian emergencies was advanced through closer collaboration with the humanitarian community to enhance coordination arrangements and to increase and expedite staff deployments. Interviews with the members of the Inter-Agency Standing Committee and a survey of informal and official records showed that an increased and strengthened field presence of the Office for the Coordination of Humanitarian Affairs enhanced information-gathering and advocacy operations, leading to a more systemic understanding and the establishment of humanitarian policies and coordination mechanisms among humanitarian agencies, donors and political actors. Compared to past complex emergencies, the time required for the deployment of staff to support the coordination of a humanitarian response in a crisis area was reduced considerably. The Office provided assistance in the preparation of the 2002 and 2003 inter-agency consolidated appeals for the occupied Palestinian territories. The achievement of full funding demonstrated the success of this strategic and coordinated advocacy tool. Evaluations showed that speedy deployment and a robust field presence were essential for establishing better contacts with concerned parties and ensuring support for the humanitarian community. The limited number of experts available on short notice constrains the rapid hiring of emergency personnel.

(b) Timely and coherent identification of the needs of emergency-affected populations was achieved through an integrated action plan between humanitarian partners that included the enhancement of information management tools, such as humanitarian information centres; the deployment of experts to analyse humanitarian needs; assessment missions, including representatives of the humanitarian community; the deployment of staff to countries close to emergency-affected populations to help strengthen information-gathering and analysis; and regular coordination and closer collaboration with humanitarian partners in the field to identify specific assistance requirements of the affected populations. The establishment by the Office of sub-offices has enhanced the access of the humanitarian community to vulnerable populations. Self-evaluations indicated that an integrated approach to information management and preparatory response plans should be promoted, with one main agency acting as the coordinator.

(c) The increased availability of resources for humanitarian activities through the consolidated appeals process is demonstrated by the receipt of a greater share of requested funds. In 2003, the consolidated appeals process raised 69 per

cent of some $5.1 billion requested and, in 2002, it raised 68 per cent of some $4.4 billion. Both figures exceed the biennial target of 58 per cent and the level of 55 per cent of $2.6 billion requested in 2001. Although the results are encouraging, they belie severe inequities in funding across emergencies and regions. For example, 60 per cent of the funds received in 2003 were for Iraq. Other countries, mainly in Africa, asked for much less funding, and often received even less. While the revamping of the Consolidated Appeals Process Section's financial tracking system resulted in more consistent and regular reporting by agencies, work has been started on developing a better common needs assessment framework that will systematize the presentation of the needs information in the consolidated appeals process. The Office for the Coordination of Humanitarian Affairs actively participated in three studies of humanitarian aid flows, needs assessment practices and donor behaviour to better understand funding inequities. The inequity of funding across emergencies and sectors was linked to multiple factors influencing donor decision-making.

(d) Progress in mainstreaming a gender perspective in strategies for emergency response was achieved through the development of a capacities and vulnerabilities analysis training tool for gender analysis in the common humanitarian action plans. The capacities and vulnerabilities analysis tool was introduced in 33 consolidated appeals process field workshops for United Nations agencies and NGOs and was revised on the basis of user feedback. The Office for the Coordination of Humanitarian Affairs revised the technical guidelines on how to write the consolidated appeal document by directing the country teams to disaggregate data by gender and to apply capacity and vulnerability analysis at all stages of the common humanitarian action plan, from assessment to response planning to monitoring. A new Inter-Agency Standing Committee needs-assessment framework has been developed (to be piloted in 2004) that standardizes the data presentation to facilitate comparison of gender issues across emergencies. While there was some improvement in gender analysis in some countries, gender data presentation and analyses remained weak overall. Country teams need more guidance to be able to effectively perform gender analysis.

25.4 *Implementation rate*. The above results are based on the implementation of 100 per cent of 450 mandated outputs.

Subprogramme 3
Natural disaster reduction

25.5 (a) The increased capacity of developing countries for preparedness in disaster prevention and mitigation was promoted through the creation of a team of 12 professionals, 5 outposted to Africa, Asia and Latin America and the Caribbean, in the UNDP Disaster Reduction Unit. This increased outreach to disaster-prone countries led to growth in the portfolio of disaster reduction programmes from 43 in 2002 to 73 by the end of 2003. By the end of 2003, capacity-building projects financed or seed-funded with UNDP core resources and/or through third-party cost sharing were ongoing in 24 disaster-prone countries. The launching of the crisis prevention and recovery practice area, a global knowledge network for sharing experiences and lessons learned in the various domains of crisis prevention and recovery, complemented human resources development activities. The uncertain availability of funding for long-term disaster reduction programming continued to be a serious constraint to advancing the risk-reduction agenda. Donor funding continued to be channelled more to emergency response activities than to

development-related disaster programming. UNDP (which implements those activities) aims to attract more attention to this area by launching the global report entitled *Reducing Disaster Risk: A Challenge for Development*.

(b) Eighteen training events were organized as part of the Disaster Management Training Programme, which increased participation by developing countries in disaster reduction-related training and seminars. The launching of the inter-agency contingency planning guidelines and the proliferation of security incidents and humanitarian operations resulted in increased demand for contingency planning and emergency preparedness training. In 2003, the content of the Disaster Management Training Programme was adjusted to address this concern and training was delivered with contingency planning as the core subject around which coordination, joint planning and risk analysis were discussed. In 2003, the International Strategy for Disaster Reduction began a fellowship programme on disaster risk reduction with financial support from the Office for the Coordination of Humanitarian Affairs. The International Strategy for Disaster Reduction developed criteria and selected and implemented the programme to support students and professionals from developing countries. A total of 104 individuals were trained, representing 49 developing countries worldwide. The training contributed to the promotion of disaster risk reduction in countries and enhanced partnerships with relevant bodies. The identification of potential participants that could contribute to the development of national platforms on disaster reduction still requires improvement. A second challenge is revitalizing the Disaster Management Training Programme as an inter-agency mechanism so as to fulfil its great potential to advance the disaster risk reduction agenda through training and awareness-raising.

(c) Increased application of scientific and technical knowledge aimed at reducing vulnerability to disasters was fostered by three regional workshops resulting in inventories of existing early-warning systems. The Inter-Agency Task Force for Disaster Reduction expanded its membership to include three more United Nations agencies and one new civil society representative and has developed indicators for early warning systems to facilitate monitoring. A network of local, national and international practitioners and experts on early warning was activated and convened with Governments at the Second International Conference on Early Warning. These processes lead to the successful endorsement of an international programme outline for early warning. Policy briefs were formulated, and evidence of the application of early-warning technology was registered, in particular in Central America. The scope of the International Strategy for Disaster Reduction is limited to advocacy, information exchange and fostering of partnerships and networking. Linkage should be strengthened between the development and application of knowledge to existing resources within other agencies and Governments.

(d) The development of increased capacity at the national, subregional, regional and international levels for disaster prevention, preparedness, mitigation and recovery was enhanced by the consolidation of the disaster reduction team. Special emphasis was given to the formulation of post-disaster recovery frameworks incorporating risk-reduction measures, which include countries in very complex circumstances. Disaster reduction strategies and action plans were designed at the regional, subregional and national levels in Central America, Central and South-West Asia and the Caribbean and in the Southern African Development Community. A disaster prevention and preparedness initiative was adopted by the Stability Pact

for South-Eastern Europe. National strategies were successfully implemented in 13 countries. United Nations country teams in countries at high risk need to be more systematically trained in emergency response and recovery issues so that they are better placed to mobilize resources for sustainable recovery programmes. Donor countries should also be approached more systematically in order to raise the profile of sustainable recovery and risk reduction versus the traditional response-oriented approach. More proactive dissemination of lessons learned and best practices, especially in post-disaster recovery, is needed to increase the capacity of disaster-prone countries.

(e) To promote better and more effective coordination in the mobilization of international support to contribute to preventive management and rehabilitation related to natural disasters, the International Strategy for Disaster Reduction took initial steps in 2003 towards creating a support group whose main focus would be to establish a sound financial footing for the Strategy and disaster reduction as a whole. Similar steps have been taken by UNDP on a more case-by-case basis in the aftermath of major disasters. Increased and coordinated advocacy and awareness-raising initiatives should be the focus of the Strategy and UNDP disaster reduction programming in 2004-2005.

25.6 *Implementation rate.* The above results are based on the implementation of 77 per cent of 70 mandated outputs. Five outputs were terminated because the International Strategy for Disaster Reduction was no longer on the agenda of the Economic and Social Council and 11 outputs, mostly technical and training material, were to be completed in 2004.

Subprogramme 4
Disaster relief

25.7 (a) The timely dissemination of information on the situation in countries and areas affected by natural and environmental disasters, as well as technological accidents, including the identification of resource requirements, to humanitarian partners was enhanced by the issuance of 409 situation reports and 51 appeals in response to 155 major natural, environmental and technological disasters worldwide. In 2002, 33 per cent of situation reports were issued within 24 hours and 42 per cent of them were issued within 48 hours of the occurrence of the disaster. In 2003, 30 per cent of the reports were published within 24 hours of the disaster and 44 per cent were published within 48 hours. Over the biennium, 57 per cent of situation reports were issued more than 48 hours after the onset of a disaster. This was often due to the fact that the disaster was of slow onset. The Office for the Coordination of Humanitarian Affairs situation reports and appeals to the international donor community were effective in raising funds for disaster victims: total contributions recorded by the Office in response to the 155 disasters reported amounted to $300 million, of which some $9 million was channelled through the Office. In 22 of the major disasters, the Office deployed United Nations Disaster Assessment and Coordination teams to the disaster site to provide extra capacity for speedy and accurate processing of information about the emergency in the immediate post-disaster phase. This information was reflected in the ensuing situation reports. Similarly, the Office played a part in identifying resource requirements following disasters and provided a virtual information service to the humanitarian community (the Virtual On-Site Operations Coordination Centre), which proved to be particularly effective for the exchange of vital information on

logistics and statistics and for the identification of needs by sector during the response to the earthquakes that struck Turkey in 2002 and 2003 and Algeria and the Islamic Republic of Iran in 2003.

(b) The activation of international disaster response mechanisms (the United Nations Disaster Assessment and Coordination mechanism and the International Search and Rescue Advisory Group) to facilitate international relief assistance to victims of disasters took place on average once a month following a request for international assistance by the Government of the affected country, as communicated to the Office for the Coordination of Humanitarian Affairs by the in-country United Nations resident coordinator. The United Nations Disaster Assessment and Coordination system had access to equipment supplied by the International Humanitarian Partnership on seven occasions. The United Nations was able to take advantage of military and civil defence assets and also non-food, non-medical relief items from the Office for the Coordination of Humanitarian Affairs/World Food Programme warehouse in Brindisi, Italy. Environmental expertise was provided through the Office for 11 disasters with an environmental impact.

(c) Increased capacity of developing countries to deal with disaster relief was promoted via inter-agency contingency planning, organization of training events and lessons-learned workshops following disasters and the provision of support to the regional United Nations Disaster Assessment and Coordination teams and the International Search and Rescue Advisory Group, for which the Office serves as secretariat. Similarly, the Disaster Assessment and Coordination system, already present in the Americas, Europe, Africa and the Pacific, was expanded to Asia. This geographic expansion translates into a more rapid response to disasters, a wider source of expertise and improved cooperation with regional Governments. Over 20 per cent of team members deployed were from developing countries. In 2003, three disaster assessment and coordination missions were deployed to develop national capacity to respond to disasters (in Colombia, Guatemala and Kyrgyzstan). A Pacific development plan was drawn up by stakeholders of the system in August 2003 and a development plan for the Asian region was drafted in November 2003. Both aimed at forging a closer link between member countries and the Office. The International Search and Rescue Advisory Group specifically prioritizes urban search-and-rescue operations in earthquake-prone developing countries.

(d) The capacity of disaster management experts (civil, military, United Nations system, government and NGO personnel) and networks to respond to natural and environmental disasters, as well as technological accidents, through the undertaking of workshops, seminars and training was enhanced as the Military and Civil Defence Unit of the Office for the Coordination of Humanitarian Affairs conducted 21 courses and contributed to 17 multinational training exercises, conferences and seminars involving nearly 100 countries. The provision of support to training programmes on preparedness for, prevention of and response to environmental emergencies included the annual Partnership for Peace Course on international environmental disaster operations and the Disaster Management Training Programme workshop on preparedness and response to environmental disasters. An environmental emergency component of the United Nations Disaster Assessment and Coordination induction and refresher courses in Europe and Latin America has become a standard part of the training module and is covered in a dedicated chapter in the field handbook. Search-and-rescue exercises organized by

the Office promoted the International Search and Rescue Advisory Group guidelines and developed the methodology for the On-Site Operations Coordination Centres. The International Search and Rescue Advisory Group Asia-Pacific urban search-and-rescue exercise in Singapore drew together nine countries and five organizations. Exercise "Phoenix" in New Zealand involved managers of urban search-and-rescue teams from three countries. As many as 18 countries and 3 organizations participated in the Africa-Europe exercise, co-organized by the International Search and Rescue Advisory Group and the NATO Partnership for Peace. The Advisory Group's Americas exercise was carried out in Colombia in October 2003. At exercise "Triplex", with more than 86 participants from 10 national response organizations and 7 international organizations, a United Nations Disaster Assessment and Coordination team demonstrated the advantages of establishing an On-Site Operations Coordination Centre for joint operations planning. On request, a dedicated On-Site Operations Coordination Centre training module was developed and two courses were conducted for more than 50 participants from national urban search-and-rescue teams and international and national response organizations. Two induction courses for integration into the United Nations Disaster Assessment and Coordination system, each of two weeks' duration and attended by 30 to 40 participants from 10 to 20 countries and at least 5 organizations, were held in Europe, Asia and the Americas, while refresher courses exclusively for members and focal points were organized in the Pacific region, the Americas, Europe and Asia. Training increasingly emphasized cross-fertilization between national disaster management plans and United Nations system methodology and assistance and between the skills and methods brought to disaster response by the Disaster Assessment and Coordination teams and the expertise of national and international earthquake responders. It included practical aspects such as the management of the On-Site Operations Coordination Centre, the use of United Nations Disaster Assessment and Coordination software and equipment modules provided by the International Humanitarian Partnership and the management of information through the Virtual On-Site Operations Coordination Centre and the relevant entities of the Office for the Coordination of Humanitarian Affairs. The International Search and Rescue Advisory Group meeting on lessons learned from the Algeria earthquake of May 2003 was attended by representatives of 24 countries and 11 organizations and highlighted the wide acceptance of the Disaster Assessment and Coordination and Advisory Group mechanisms in developing and then drawing on national, international and disaster management expertise. Increased cooperation with UNDP and other agencies resulted in greater coherence and consistency among critical partners in crisis/disaster management at the field level.

25.8 *Implementation rate*. The above results are based on the implementation of 99 per cent of 393 mandated outputs.

Subprogramme 5
Humanitarian emergency information and advocacy

25.9 (a) The ability of humanitarian partners in decision-making on response, preparedness and contingency planning and disaster relief, via the information technology-related processes, procedures, policies and mechanisms of the Office for the Coordination of Humanitarian Affairs, was improved through the facilitation of the collection, analysis and dissemination of critical information prior to and during

crises. Initiatives that helped humanitarian organizations to maximize resources, making the response more effective, minimizing human suffering and thereby potentially saving more lives were: early warning analysis and alerts, contingency plans, the deployment of humanitarian information centres and information services like ReliefWeb and the Integrated Regional Information Network. The number of new emergencies with a contingency plan in place increased to 50 from 10 in the previous biennium. Humanitarian information centres were deployed in six countries. ReliefWeb in-depth user consultations indicated an average user satisfaction level of 4 out of a possible rating of 5. Recommendations for enhancing information critical for decision-making have been addressed by the redesign of the site information architecture. The number of quarterly hits on ReliefWeb more than doubled (52 million compared with 25 million in 2000-2001). In an independent evaluation of the Integrated Regional Information Network, it was concluded that it directly supported the capacity of the Office for the Coordination of Humanitarian Affairs to effectively manage information for the purpose of humanitarian coordination. It made clear that the Network's impact was felt at all levels, influencing policy makers as well as the decisions taken by humanitarian workers in both strategic planning and programme implementation activities. With an increased number of organizations providing and sharing information, overload becomes a challenge in terms of both making information more accessible and determining what is really important. There is still room for improvement in the capacity for analysis. Vigilance in reviewing products and services and undertaking user needs assessments must be an ongoing process. As a result, standards, guidelines and information systems must continuously be reviewed and upgraded in order to learn lessons and to keep up with changing needs, environments and technology.

(b) Increased awareness and strengthening of the application of humanitarian assistance issues in the work of the United Nations was demonstrated by an increase in General Assembly and Security Council resolutions referring to specific humanitarian assistance issues (115 compared with 94 in 2000-2001). For the first time there was a General Assembly resolution (57/150) on strengthening the effectiveness and coordination of international urban search and rescue assistance. Two Economic and Social Council resolutions (2002/32 and 2003/5) were adopted on the strengthening of the coordination of emergency humanitarian assistance of the United Nations. Strategies to increase the advocacy efforts of the Office for the Coordination of Humanitarian Affairs were focused on building United Nations and NGO staff capacity and providing increased headquarters support to the field for carrying out effective and coordinated humanitarian advocacy activities, enhancing advocacy partnerships with key stakeholders and increasing the public information capacity of the Office. A formal field survey was used to document lessons learned in dealing with the humanitarian advocacy aspects of emergencies in the field, particularly in dealing with the local and international media. A humanitarian advocacy strategy and a training package and manual on humanitarian advocacy for the field were developed and disseminated. A range of new information materials explaining the Office's policies and coordination activities relating to humanitarian advocacy in emergencies were produced. It is recognized that field offices sometimes lack expertise and/or staff to carry out effective public information and/or humanitarian advocacy activities. Advocacy training is not yet part of the official training of the Office. Field advocacy and public information staff are often very junior compared with humanitarian coordinators and/or members of the United

Nations country team, which at times makes it difficult to mobilize senior United Nations colleagues on humanitarian advocacy issues.

25.10 *Implementation rate*. The above results are based on the implementation of 90 per cent of 40 mandated outputs.

Section 26
Public information*

Subprogrammes: 1. Promotional services; 2. Information services; 3. Library services; 4. Publication services

Highlights of programme results

Continuous global reach: Almost 1 million United Nations web site pages were viewed daily by visitors from over 140 countries. This is one way in which information products of the Department of Public Information inform the people of the world.

Audience needs met: Ninety per cent of the surveyed readers of the Department's publications focusing on Africa believed that the important information they contained was available nowhere else. This is one way in which the Department teaches people about African issues.

Enhanced understanding: The United Nations visitors' programme successfully promoted an informed understanding of the Organization. After taking a guided tour, 8 of 10 visitors surveyed felt more knowledgeable and more supportive of the United Nations. This is one way in which the Department's outreach makes for a more informed public.

Implementation rate. The above results are based on the implementation of 91 per cent of 943 mandated outputs. (Related tables are accessible in the electronic version of the report.)

The results of the Department are set out in greater detail in the following reports submitted to the Committee on Information: A/AC.198/2003/2 and A/AC.198/2004/2, as well as in the report on the radio pilot project A/AC.198/2003/4. (These documents are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Promotional services

26.1 Collaboration was increased with key partners in the United Nations system and in civil society through the coordination of work in the context of formulating specific, long-term information strategies to generate wide coverage of United Nations priority themes, including the Millennium Development Goals. Inter-agency coordination was enhanced within the expanded United Nations Communications Group, the principal communications platform of the United Nations system, to promote the objectives of the Organization. Partnerships with civil society

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 26)). (This document is accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

institutions and other redisseminators in the field were strengthened and refined, especially with media institutions, to ensure a multiplier effect of the coverage of United Nations issues and conferences. The association of 82 new non-governmental organizations with the United Nations was facilitated to increase liaison with their respective constituencies. New partnerships with media outlets and other redisseminators led to an increase in the number of co-productions of television series, special programmes and public service spots, estimated to have reached millions of households in more than 70 countries. The webcasting of all plenary sessions of the Department of Public Information annual NGO conference reached viewers in more than 25 countries, many of whom also engaged in related online web forums. Given the growing importance of the Internet as a communication tool, web pages managed under the subprogramme must be adapted to changing priorities, be kept up-to-date and be created to support specific events. With little if any capacity for media monitoring, the Department must foster partnerships and work with associations and others in the field that can collect and provide such feedback.

26.2 *Implementation rate.* The above results are based on the implementation of 86 per cent of 347 mandated outputs.

Subprogramme 2
Information services

26.3 (a) Surveys of and direct contact with radio and television broadcasters as well as other disseminators confirmed the expanded coverage of the activities of the United Nations. By December 2003, 226 radio and television stations located in 95 countries were regularly — daily or weekly — broadcasting United Nations programming to a potential audience of about 133 million for radio and 1 billion for television. The subscriber base for the Department's daily e-mail news service increased from 4,800 in 2002 to over 22,000 in 2003 in 130 countries. Feedback from both television and radio partners confirmed that without material from the United Nations, there would be far less coverage of the Organization. The feedback also confirmed the need for more frequent contact with users and for intensified promotional efforts to ensure that broadcasters' needs are being met in all regions. Steps are being taken to strengthen the Department's promotional activities, focusing on identifying new partners in areas where the present reach of United Nations programming is more limited.

(b) Feedback through questionnaires and direct contacts with media organizations and other disseminators confirmed their satisfaction with the timeliness and quality of United Nations information products received. A number of them increased the amount of United Nations programming they used or created special slots dedicated to it. Page views of the United Nations News Centre reached 4.4 million, far exceeding the target of 1.4 million. This growth was mirrored by a rising number of visits to the United Nations web site in general, with sites in official languages other than English showing growth in 2003 ranging from 108 to 792 per cent, against a 77 per cent rise for English. In a geographically representative survey on press releases, delegations expressed their satisfaction with their quality and timeliness, with about 70 per cent of press releases being issued within two hours of the conclusion of meetings, slightly exceeding the target of 65 per cent. New production systems are being introduced, including the use of other applications of new technology to improve connectivity with the field, initiatives

that would facilitate more content generation, enhance the timeliness of product delivery and expand the e-mail news service to all official languages.

26.4 *Implementation rate*. The above results are based on the implementation of 95 per cent of 486 mandated outputs.

Subprogramme 3
Library services

26.5 An increase in the number of page views of the Dag Hammarskjöld Library web sites was realized and a survey of end-users showed a high (82 to 99 per cent) level of satisfaction with the services provided by the Library in all its related areas. A number of the respondents expressed concern about the current state of the print collections of the Library and the lack of information on many of the services offered. There is an increasing demand for library material in French and other languages. However, recent substantial budget cuts have made it quite impossible to increase monograph purchases. Continuous efforts by the Library to work closely with the Information Technology Services Division would improve the Intranet as a portal for services of the Library as well as of other departments. As reported in the 2002 annual report to the Publications Board on depository libraries, it was determined that in 61 of the 62 libraries that were visited, the depository collections were satisfactorily maintained. In a biennial questionnaire sent to 300 libraries receiving electronic updates on United Nations activities and issues, 229 of them (76.3 per cent) redisseminated the information to other end-users.

26.6 *Implementation rate*. The above results are based on the implementation of 83 per cent of 47 mandated outputs, of which 3 were reformulated, 4 were postponed and 4 were terminated for programmatic reasons.

Subprogramme 4
Publication services

26.7 Results of the survey on the *Yearbook of the United Nations* showed that there was increased demand for the *Yearbook* and by inference a strong interest in the work of the Organization. While the *UN Chronicle* witnessed a decline in subscriptions during the reporting period, this was counterbalanced by the increase in visits to the magazine's web site.

26.8 *Implementation rate*. The above results are based on the implementation of 100 per cent of 63 mandated outputs.

Section 27A
Office of the Under-Secretary-General for Management*

Subprogrammes: 1. Management services; 2. Financial management; 3. Administration of justice

Highlights of programme results

The assessment of the Organization's management performance was improved through the introduction of an annual management report to the Secretary-General. An online management reporting system was introduced for programme managers, with a 76 per cent satisfaction level being expressed by the seven initial user departments.

The record of zero cash losses was maintained, and rates of return outperformed the United Nations benchmark for investments.

There was improved availability of documentation on issues related to the scale of assessments, with the target for on-time submission (60 per cent) being exceeded.

All internal deadlines for the submission of reports to oversight and legislative bodies were met and, with the agreement of the General Assembly, two duplicative reports were eliminated.

The electronic case and jurisprudence digest of United Nations Administrative Tribunal judgements, designed to facilitate training, research and the working of the administration of justice system, was launched and was awarded the UN 21 award in 2002.

Implementation rate. The above results are based on the implementation of 98 per cent of 421 mandated outputs. (Related tables are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Management services

27A.1 The assessment of the Organization's management performance and reporting was improved through the introduction of the executive information report on management, which provides the Secretary-General with a department-by-department four-year trend analysis in six areas of management to support his annual review of the department heads' performance. An online management reporting system was introduced, which provides programme managers with

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 27A)). (This document is accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

performance indicators showing the current status of key items related to financial and human resources and the implementation of oversight body recommendations. Regular usage was achieved in seven departments, and a survey of users in those departments indicated a 76 per cent level of satisfaction with the system. A new electronic reporting tool was created to objectively and quantitatively assess the progress and impact of the Secretary-General's management reforms, and its first report was welcomed by the Committee for Programme and Coordination. The ability of the Organization to improve productivity was enhanced by the dissemination of best practices through workshops and a productivity handbook.

27A.2 *Implementation rate*. The above results are based on the implementation of 100 per cent of 23 mandated outputs.

Subprogramme 2
Financial management

27A.3 (a) The record of zero cash losses was maintained and rates of return outperformed by a factor of 3 the average annual rate of return on the 90-day United States Treasury bill, used as the United Nations benchmark for investments. Proactive discussions with internal and external audit bodies in the development of audit recommendations resulted in only three new ones, a reduction of 94 per cent compared with the previous biennium, indicating improvement in the investment and cash management system.

(b) Improvement in the presentation of information on scale of assessment issues was confirmed by the Chairman of the Committee on Contributions in his letter dated 27 June 2003, in which he stated that the support provided to the Committee and to the Fifth Committee of the General Assembly was of the highest quality. Pre-session documentation was provided to both committees in an increasingly timely fashion, within time constraints imposed by the General Assembly. In-session support was also very effective; information was provided either directly or with the support of other offices and organizations and was very responsive to requests and suggestions from the committees.

(c) Performance was satisfactory in the light of external constraints, including the late adoption of mandates and conflicting priorities of other offices providing support. The 60 per cent target for documentation and other communications submitted on time for 2002-2003 was exceeded, with 61 per cent of Secretariat-initiated pre-session documents submitted on time in 2002 and 64 per cent in 2003, showing a 34 per cent improvement in the availability of documentation relating to the scale of assessments.

(d) All internal deadlines were met for the submission of reports for the consideration and approval of the various oversight and legislative bodies. The General Assembly noted in its deliberations and resolutions that the said reports had served as useful tools in determining the extent of organizational compliance with established procedures. Timely information provided to the Board of Auditors resulted in effective reporting by the Board on the implementation of its recommendations to the General Assembly and agreement by the Assembly that two duplicative follow-up reports could be eliminated, all of which ensured an improved system of monitoring the implementation of observations and recommendations of the external oversight bodies. New procedures for preparing the Secretary-General's biennial report on exceptions to standards of accommodation for air travel were

introduced, which also provided a mechanism for faster and more informed decision-making.

27A.4 *Implementation rate*. The above results are based on the implementation of 97 per cent of 326 mandated outputs.

Subprogramme 3
Administration of justice

27A.5 The time between the submission of appeals and their final disposition was reduced to 2.3 years, compared to the targeted 2.6 years. Improvement in the timeliness of the disposition of appeals remains a priority of the subprogramme. In addition to core functions, the electronic case and jurisprudence digest of United Nations Administrative Tribunal judgements was designed, developed and launched, thus facilitating the training of the practitioners, as well as research by all staff on the jurisprudence of the Tribunal and the working of the administration of justice system, thereby contributing to a more effective and efficient system. The digest was acknowledged and awarded the UN 21 award in 2002. In addition, the decisions of the Secretary-General on appeals and disciplinary cases conformed to the Organization's policies and rules and were based on verified facts.

27A.6 *Implementation rate*. The above results are based on the implementation of 100 per cent of 72 mandated outputs.

Section 27B
Office of Programme Planning, Budget and Accounts*

Subprogrammes: 1. Financial accounting and reporting. 2. Programme planning and budgeting. 3. Financial services relating to peacekeeping matters

Highlights of programme results

Financial reporting backlogs were reduced, accounting policies and procedures were improved, systems were enhanced and financial statement presentations were simplified. A renewed emphasis on client services resulted in improvements in the timeliness of payments to staff and the payment of vendor claims, the establishment of a dedicated client service area, improved systems and an enhanced insurance web site. A number of special projects were implemented, including the initiation of a system-wide review of accounting standards.

Member States welcomed the improvements in the presentation of budget documents and their submission in full compliance with legislated scheduling requirements. The final appropriation was approved without any concerns being expressed by Member States. A client survey in 2003 showed that the level of understanding of results-based budgeting had increased.

Quarterly payments were made to troop-contributing countries and payments were authorized for reimbursements for contingent-owned equipment and self-sustainment on the basis of the status of assessed contributions received. Performance reports and proposed budgets for active and closed missions, the support account for peacekeeping operations and the United Nations Logistics Base at Brindisi, Italy, were submitted within the deadlines established for their consideration by Member States. With the launching of the funds monitoring tool, the monitoring of peacekeeping mission expenditures was improved, ensuring optimum budget implementation.

Implementation rate. The above results are based on the implementation of 95 per cent of 1,244 mandated outputs. (Related tables are accessible in the electronic version of the report.)

Subprogramme accomplishments

Subprogramme 1
Financial accounting and reporting

27B.1 (a) All audit opinions on the various United Nations financial statements were positive, showing an improvement in the accuracy of the statements compared with the previous biennium, when audit opinions on the peacekeeping statements

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 27B)). (This document is accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

indicated areas needing improvement. All of the main financial statements of the United Nations were prepared and submitted to the Board of Auditors within the three-month deadline required under the Financial Regulations and Rules. Financial statements were simplified, as recommended by the General Assembly, and the disclosures and formats of such statements were harmonized.

(b) All audit opinions on the various United Nations financial statements were positive, reflecting improved accuracy of financial accounting. Accounting policies and procedures related to multi-year accounts, delegation of authority, settlement of inter-fund accounts and voluntary contributions relating to technical cooperation projects were clarified, streamlined and improved. There were marked reductions in the backlogs pertaining to UNDP unprocessed inter-office charges, travel and vendor claims, payroll separation cases and reconciliations with United Nations offices away from Headquarters.

(c) A total of 73 per cent of travel claims were processed within 30 days of receipt, virtually meeting the target of 75 per cent, indicating improvement in the timeliness of payments of 21 per cent over the previous biennium, when only 52 per cent of the travel claims were processed within 30 days of receipt. The client survey conducted in 2003 to elicit feedback on the services provided showed an average ratio of 5:1 of favourable to unfavourable responses, encompassing the five areas surveyed. Among the areas cited as needing improvement were telephone services, courtesy and customer service hours. Action was initiated to have all accounts staff in the customer service areas take or retake refresher courses in customer service and to double customer service hours.

27B.2 *Implementation rate*. The above results are based on the implementation of 50 per cent of two mandated outputs. One mandated output was postponed for legislative reasons.

Subprogramme 2
Programme planning and budgeting

27B.3 (a) As evidenced by General Assembly resolutions, the report of the Committee for Programme and Coordination and the report of the Advisory Committee on Administrative and Budgetary Questions, Member States acknowledged and welcomed improvements in the presentation of the budget documents, which reflected an improvement with respect to the previous biennium.

(b) Out of 45 budget fascicles, 41 were submitted in accordance with legislative requirements, an 85 per cent improvement in the availability of budgetary documents compared with the previous biennium.

(c) Confidence in budgetary control and monitoring of expenditures led to the final appropriation being approved without any concerns expressed by Member States.

(d) Findings of the 2003 survey on client satisfaction with the Programme Planning and Budget Division's advisory role on budgetary issues indicated that the level of understanding of budgetary processes had increased, particularly in the context of results-based budgeting, and especially among executive offices and executive direction and management offices, where an 85 per cent satisfaction rate was achieved, representing a 12 per cent improvement compared with the 2000 survey. The level of understanding of budgetary processes also increased for

delegates of the Fifth Committee following a number of briefing sessions. The survey indicated the need of client offices for more and more frequent training on results-based budgeting and other budgetary issues and the desire for improvement in the amount of time required to respond to departmental requests, particularly with respect to extrabudgetary resources.

27B.4 *Implementation rate*. The above results are based on the implementation of 94 per cent of 651 mandated outputs.

Subprogramme 3
Financial services relating to peacekeeping matters

27B.5 (a) The results-based budgeting methodology was implemented in the performance and budget reports of active peacekeeping operations. Positive feedback in this regard was contained in the report of the Advisory Committee on Administrative and Budgetary Questions (A/57/772, para. 40), in General Assembly resolution 57/290 B, in four formal statements by Member States and in four formal statements of regional groups of the Fifth Committee, from which it may be concluded that the presentation of peacekeeping budgets and financial reports had improved.

(b) The availability of budgets and financial reports of peacekeeping operations was improved through the submission of approximately 90 per cent of the total number of budgets to the General Assembly within the established deadlines and in time for the consideration of the Fifth Committee. In addition, 30 reports for the Advisory Committee on Administrative and Budgetary Questions, comprising supplementary information on the financing of active and closed peacekeeping missions, the support account and the United Nations Logistics Base at Brindisi, were delivered within the internal deadlines, based on the Advisory Committee's review schedule. Reports related to the financial aspects section of the Security Council reports on peacekeeping missions were delivered to a large extent, and 95 per cent were submitted to the Department of Peacekeeping Operations within one or two days of receipt of the request.

(c) Budgetary control and monitoring of expenditures improved, as reflected by a 92 per cent budget implementation rate during the period from 1 July 2002 to 30 June 2003. The launching of the funds monitoring tool in November 2002, the training of Headquarters and mission personnel on its financial and technical aspects and its use in carrying out the regular monitoring of peacekeeping mission expenditures contributed to such improvement.

(d) Regular and timely payments were made on a quarterly basis to troop-contributing countries for their contributions of troops to active peacekeeping missions as well as to reimburse Member States for contingent-owned equipment and self-sustainment. While those payments were contingent on the status of assessed contributions, improvement was made in making payments for troop costs by reducing arrears to an average of two to three months compared with four to eight months in the previous biennium.

27B.6 *Implementation rate*. The above results are based on the implementation of 96 per cent of 591 mandated outputs.

Section 27C
Office of Human Resources Management*

Subprogrammes: 1. Operational services; 2. Specialist services; 3. Medical services

Highlights of programme results

Human resources management activities were geared to the Secretary-General's reform plan; a planning and monitoring system for semi-annual reviews of the human resources action plans, mutually agreed between heads of department and the Office of Human Resources Management, was introduced. Staff development and learning focused increasingly on global organizational development and managerial leadership. Career development initiatives included managed mobility for junior professionals, the electronic performance appraisal system and access to "e-learning" training courses.

Improved access to information on and applications for Secretariat vacancies was achieved through the implementation of the Galaxy system. Improvements in the competitive recruitment examination process increased the number of candidates, especially those from underrepresented and unrepresented Member States. The Secretariat also realized an increase in the number of women in Professional and higher posts.

The Medical Service provided health services to staff at United Nations Headquarters and the funds and programmes and ensured medical care in field duty stations. The United Nations received the bronze Well Workplace award for the New York location. Emergency medical support was provided by four physicians in Baghdad, Amman and the regional medical centre in Germany in response to the explosion at the United Nations headquarters in Baghdad.

Implementation rate. The above results are based on the implementation of 89 per cent of 158 mandated outputs. No quantifiable outputs were mandated for medical services for this biennium. (Related tables are accessible in the electronic version of this report.)

Subprogramme accomplishments

Subprogramme 1
Operational services

27C.1 The improvements achieved with the introduction of an enhanced system, Galaxy, for the recruitment, placement and promotion of staff were noted by Member States. The design, development and implementation of the new staff selection system were completed and the system was introduced in the Secretariat as

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 27C)) and in General Assembly resolution 56/253, annex I, paras. 85-93. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

from 1 May 2002, together with its electronic support tool, Galaxy e-staffing. The result was a reduction in the amount of time required for staff selection to an average of 174 days at the end of 2003. Geographic representation was improved: by December 2003, four fewer countries were unrepresented than in 2001. The percentage of women in posts at the Professional and higher levels reached an estimated 36.4 per cent in December 2003, compared with 34.6 per cent in 2001. In the area of human resources planning, the second human resources action plan cycle (2001/02) was completed and the third (2003/04) was initiated with a number of improvements, including semi-annual reviews of plan implementation, tools for monitoring and trend analysis. A total of 70 per cent of respondents to a survey indicated satisfaction with the services provided.

27C.2 *Implementation rate*. The above results are based on the implementation of 73 per cent of 66 mandated outputs. Eighteen anticipated meetings of the Advisory Committee on Administrative and Budgetary Questions and the Fifth Committee were not required. Most outputs were non-quantifiable in the area of administrative support services.

Subprogramme 2
Specialist services

27C.3 (a) Improvements in the system of and procedures for examinations were reflected in the number of applicants for competitive recruitment, which increased by 72 per cent compared with the previous biennium (12,528 to 21,500), leading to the rostering of the best-qualified candidates from unrepresented and underrepresented countries (94 in 2002 and 104 in 2003). Global staff development programmes, focusing on managerial development and the development of junior professionals and General Service staff, have aimed at building and maintaining a highly competent, multi-skilled and versatile international staff. Greater access to staff development programmes was made possible through online availability of e-learning and CD-ROM. Mobility was made an essential part of career development and staff selection through the mobility policy promulgated in 2002. The managed reassignment programme assisted over 100 staff at the P-2 level to fulfil the mobility requirement, and the mentoring programme provided career support to some 200 new staff in many duty stations. The introduction of the new electronic performance appraisal system (e-PAS) streamlined the workflow and improved the performance management process and, as at 31 December 2003, over 21,400 staff throughout the Secretariat, including at the peacekeeping missions, were registered on the e-PAS system, with compliance reaching over 80 per cent during the biennium. The services provided continued to be rated as very good by recipients.

(b) A key element in the improvement of the internal justice system was the faster processing of appeals cases through the achievement of early resolution at the administrative review stage (the first step), leading to fewer Secretariat appeals filed with the Joint Appeals Board and avoiding unnecessary or protracted litigation. Increased involvement and accountability of managers assisted in this achievement. A total of 16 cases were resolved at the initial appeal stage and 83 respondents' replies were submitted, exceeding the target of 60 cases. The emphasis will remain on early resolution through the provision of advice, training and assistance to staff and managers.

27C.4 *Implementation rate*. The above results are based on the implementation of 100 per cent of 92 mandated outputs. Most outputs in the area of administrative support services were non-quantifiable.

Subprogramme 3
Medical services

27C.5 (a) Health services were provided in the form of voluntary and mandatory medical examinations, consultations, treatment, emergency care and travel health advice, all of which raised the awareness of staff regarding medical standards and policies related to health care in the United Nations. Medical standards and health policies, including medical clearance and vaccination requirements, were kept up to date so that staff were informed about current measures to address emerging situations, such as severe acute respiratory syndrome, and the equipment provided to affected areas. Staff health promotion and awareness programmes and preventive campaigns were staged regularly and were well received by the participants.

(b) Timely and adequate medical services were provided worldwide to staff of the United Nations, including those serving in peacekeeping, humanitarian and field missions, and of the funds and programmes. Medical consultations, medical clearances for recruitment, reassignment, peacekeeping assignments and mission travel, medical evacuation and repatriation authorizations and sick leave certifications were provided. A total of 20 local medical facilities in field duty stations were assessed as having met the necessary requirements, while 52 United Nations medical facilities were provided with ongoing technical support. Additional emergency medical support was provided by four physicians in Baghdad, Amman and the regional medical centre in Germany in response to the explosion at the United Nations headquarters in Baghdad. Also, a psychologist provided support to staff returning to New York from Iraq.

27C.6 *Implementation rate*. The above results are based solely on the implementation of non-quantifiable mandated outputs. No quantifiable outputs were mandated for this biennium.

Section 27D
Office of Central Support Services*

Subprogrammes: 1. Security and safety; 2. Information technology services; 3. Procurement; 4. Travel and transportation; 5. Facilities management; 6. Archives and records management

Highlights of programme results

A web-based centralized requisition tracking system provided a more comprehensive and accurate record of facilities management services rendered and greater transparency in the service provision process and allowed managers to monitor the progress of each service activity, contributing to increased customer satisfaction.

An unprecedented initiative to leverage the collective strength of the Organization in a system-wide negotiation resulted in discounted air travel. The agreement covered all duty stations, with the greatest benefit accruing to smaller offices, which previously had little leverage to obtain discounted air fares.

A system-wide initiative on global procurement of commonly purchased items, such as vehicles and computer software and hardware, achieved considerable economies of scale, eliminated duplicative work within the United Nations system, enhanced the market status of the United Nations in the industry, improved purchasing conditions and promoted standardization throughout the system.

A Secretariat-wide initiative to establish Headquarters minimum operating security standards and a cooperative threat and risk assessment of United Nations Headquarters and offices away from Headquarters, combined with additional security measures around the United Nations complex, contributed to improvement of the security and safety of staff.

The information and communication technology strategy for the Secretariat and the proposal to establish a governing structure were endorsed by the General Assembly at its fifty-eighth session. The strategy supports the implementation of the Secretary-General's reform plan, ensures consistency in information technology applications throughout the Secretariat, avoids waste and duplication and encourages information flow.

Implementation rate: The above results are based solely on the implementation of non-quantifiable mandated outputs. No quantifiable outputs were mandated for this biennium. (Related tables are accessible in the electronic version of the report.)

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 27D)). This document is accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

Subprogramme accomplishments

Subprogramme 1
Security and safety

27D.1 The staff were kept abreast of enhanced security measures implemented at United Nations Headquarters and were informed regarding potential emergency situations, emergency planning and crisis management. A Crisis Management Unit was established, emergency response teams were created at the Headquarters complex and increased security measures were introduced at all United Nations annex buildings. No security- or safety-related incidents resulting in postponements or cancellations were recorded during meetings, VIP visits or special events where security coverage was provided. New building passes with holograms and additional counterfeit protection were issued, replacing the old type of pass, which, in addition to the above achievements, contributed to improved security and safety conditions on United Nations premises at Headquarters.

27D.2 *Implementation rate.* The above results are based solely on the implementation of non-quantifiable mandated outputs. No quantifiable outputs were mandated for this biennium.

Subprogramme 2
Information and technology services

27D.3 (a) In the latest Office of Central Support Services user survey, conducted by a contractor, 67 per cent of the respondents recognized the various services offered by the Information and Technology Services Division and 63 per cent of the respondents reported having requested services from the Division. The survey indicated improved performance compared with the prior year in handling the high volume of requests and delivering quality services to clients. Network services, such as e-mail, Internet, Intranet, iMIS and ODS, received particularly high marks. The infrastructure enhancements contributed to higher quality of overall services, the timely availability of documents, improved access to information and provision of the capability to add efficiency to administrative and management processes, all of which contributed to a higher-level technological environment in the Organization.

(b) The technological infrastructure at United Nations Headquarters was maintained and the connectivity of missions was ensured by external service providers, which contributed to consolidated and harmonized information and communication activities across the Organization. The Official Document System was re-engineered to operate on an open-standards platform and to provide search capabilities in all six official languages. The network and systems architecture for an Extranet for the United Nations system was also completed, and hardware standards for United Nations Headquarters were developed and published on the Intranet. Standard methodologies for the development of systems and the management of information and communication technology projects were completed and introduced throughout the Secretariat, contributing to a more effective and efficient operation of the infrastructure. To address issues of security in the networking and computing infrastructure of the United Nations, an information and communication technology security group was created.

27D.4 *Implementation rate.* The above results are based solely on the implementation of non-quantifiable mandated outputs. No quantifiable outputs were mandated for this biennium.

Subprogramme 3
Procurement

27D.5 (a) Progress made in the implementation of procurement reform to improve transparency, fairness and efficiency in procurement operations, as reported by the Secretary-General (A/57/187), was welcomed by the General Assembly in its resolution 57/279. The 70 per cent target for the implementation of General Assembly resolutions and recommendations of internal and external auditors was met. Secretariat-wide training of staff, briefing sessions for requisitioners, electronic newsletters on pertinent topics relating to the procurement process, a round-the-clock help desk and expanded procurement information posted on the Internet and Intranet sites contributed to such achievement. Cooperation with other organizations in the United Nations system was enhanced, and coordination and efficiency were improved throughout the system through increased volume discounts and a reduction of administrative duplication.

(b) Simplified and streamlined Financial Regulations and Rules and a procurement manual were promulgated and key components of the procurement process were transferred to the public domain through various web sites to improve transparency and to provide suppliers and Member States with useful information on procurement activities. A significant portion of procurement information, documentation and reporting was standardized and simplified and is now being processed electronically, such as expressions of interest, purchase orders, supplier performance evaluation forms and client survey forms. Various other measures were also taken to improve the efficiency and effectiveness of the procurement process, and favourable comments from Member States during the fifty-seventh session of the General Assembly and from client offices in surveys support this viewpoint.

27D.6 *Implementation rate.* The above results are based solely on the implementation of non-quantifiable mandated outputs. No quantifiable outputs were mandated for this biennium.

Subprogramme 4
Travel and transportation

27D.7 (a) A significant contribution to cost-effective travel for all United Nations organizations, funds, programmes and related organizations was made through the successful negotiation of a global discount agreement for airline tickets, which covers all duty stations and countries and provides discounts to smaller offices that previously had no access to discounted fares or brokered leverage. At Headquarters, further savings relative to the full cost of travel were achieved compared with previous bienniums, and the overall cost coverage for travel agency services was maintained through aggressive discount, rebate and commission agreements. The automated online lump-sum calculation system was refined and expanded to all offices at Headquarters, and a new United Nations laissez-passer, with advanced security features, was introduced worldwide.

(b) The conclusion of the first global common service contract for the removal of household goods and personal effects, covering a multitude of duty

stations and United Nations organizations, funds and programmes, improved timeliness in the delivery and transportation of goods and personal effects for United Nations staff members worldwide. A Carlog (vehicle tracking) system was implemented at Headquarters to monitor the timeliness of local transportation provided to senior officials as well as the delivery of goods and materials, including bulk mail deliveries, to outlying buildings and deliveries of special correspondence to permanent missions to the United Nations. The degree of client satisfaction expressed by users in response to the 2002 client survey report conducted by the Office of Central Support Services was good; ratings exceeded the 3.0 level (with the top mark being 5.0).

27D.8 *Implementation rate*. The above results are based solely on the implementation of non-quantifiable mandated outputs. No quantifiable outputs were mandated for this biennium.

Subprogramme 5
Facilities management

27D.9 (a) The facilities and physical conditions of the United Nations premises were efficiently maintained and in some cases were upgraded. The degree of satisfaction with services expressed by participants in the Office of Central Support Services client survey was good; however, the number and scope of malfunctions of infrastructure systems throughout the facilities exceeded the target owing to unforeseen events that occurred throughout the reporting period. There was an overall reduction in the average unit cost of maintenance services.

(b) Although the target satisfaction rate in relation to an improved working environment and efficient space management was not achieved owing to the fact that some of the funds had to be diverted to the implementation of emergency projects as well as unforeseen consequences resulting from the ageing of building infrastructure and equipment, the satisfaction rating was good: 16 per cent of the respondents registered deterioration in the delivery of services by the Facilities Management Division; however 20 per cent said that the services had improved, and the majority stated that service quality had remained the same. The survey quoted respondents' satisfaction with conference facilities available to them and with elevator and cleaning services.

27D.10 *Implementation rate*. The above results are based solely on the implementation of non-quantifiable mandated outputs. No quantifiable outputs were mandated for this biennium.

Subprogramme 6
Archives and records management

27D.11 Funding was secured for two inter-agency projects, including a strategic plan to assure the long-term protection and accessibility of electronic information. All vital records under custody, which are necessary to protect the financial and legal interests of the Organization or are necessary for business continuity, were identified and their duplication for secure preservation was initiated. Advisory services resulted in a number of United Nations offices incorporating record-keeping requirements and a joint approach to the management of records and documents at Headquarters and peacekeeping missions, contributing to more effective archival and records services. A total of 85 per cent of users rated the

service overall as good or better, exceeding the target of 80 per cent. Exposure drafts of record-keeping standards were issued and were being reviewed by the Information and Communication Technology Board. Public and internal access to the Organization's archives was enhanced by the development and declassification of online inventories.

27D.12 *Implementation rate.* The above results are based solely on the implementation of non-quantifiable mandated outputs. No quantifiable outputs were mandated for this biennium.

Section 28
Internal oversight*

Subprogrammes: 1. Internal audit; 2. Central monitoring and inspection; 3. Central evaluation; 4. Management consulting; 5. Investigations

Highlights of programme results

The Office of Internal Oversight Services improved overall management, working methods and accountability of staff of the Organization, including enhanced programme implementation and compliance with the rules and regulations, as evidenced by a 50 per cent rate of implementation of critical audit, evaluation and inspection recommendations. Most of the remaining recommendations are in the process of implementation. Accepted and actual recoveries totalling $18.2 million were achieved through the recommendations of the Office of Internal Oversight Services.

The Office received a total of 1,221 new matters for investigation and closed 1,132 cases. Guidelines on the conduct of investigations by investigators of international and bilateral organizations were established. The law enforcement authorities of three Member States were assisted in connection with criminal prosecutions of matters referred to them by the United Nations.

The conduct of 169 workshops for 556 staff members throughout the Secretariat strengthened the capacity of the Organization in results-based management. Intensified methodological guidance and technical support resulted in a 65 per cent increase in the timeliness of programme implementation monitoring and reporting, as well as in better quality. Programme management was improved as a result of seven management consulting assignments. Three departments reported that consulting services had been integral to their reform efforts.

Implementation rate: The above results are based on the implementation of 100 per cent of 91 mandated outputs. (Related tables are accessible in the electronic version of the report.)

The results of the Office of Internal Oversight Services are set out in greater detail in its ninth annual report (A/58/364). (This document is accessible in the electronic version of the report.)

* Expected accomplishments and indicators of achievement can be found in the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 28)) and in General Assembly resolution 56/253, annex I, paras. 94-95. (These documents are accessible in the electronic version of the report.) Key language of each expected accomplishment is underlined in the reporting narratives. Lettered subparagraphs under the subprogramme headings refer to the corresponding expected accomplishments in the budget tables.

Subprogramme accomplishments

Subprogramme 1
Internal audit

28.1 (a) Enhanced internal controls within the Organization and an increase in effectiveness and efficiency in such areas as procurement, control of assets, human resources and financial management were achieved through the implementation of 50 per cent of the approximately 180 critical audit recommendations issued by the Office of Internal Oversight Services to departments and offices calling for greater compliance with General Assembly directives, rules, regulations and procedures, including those relating to gender mainstreaming. In addition to those already implemented, 32 per cent of the total recommendations issued were in the process of being implemented by the end of the biennium.

(b) Transparency and accountability were enhanced through the issuance of 108 critical recommendations to departments and offices that addressed a wide range of issues, including the identification of specific mandates and the designation of responsibilities to individual staff members or organizational units within each department or office. Of the 108 critical recommendations, 37 were implemented and 52 were in the process of implementation. Furthermore, accountability was improved through the implementation of a series of memorandums of understanding and other agreements between responsible parties, including on improved communication seeking the clarification of relevant policies and procedures, as well as full delegation of authority from Headquarters in such areas as recruitment and contracting of personnel in the field.

(c) Efficiency in the use of the financial resources of the Organization was enhanced through the issuance of 100 recommendations to various departments and offices involving financial implications totalling almost $555 million. Of that amount, approximately $541 million, or over 97 per cent, involved recommendations issued to the United Nations Compensation Commission on various types of claims for damages filed in connection with the invasion of Kuwait by Iraq. A number of self-evaluation exercises were undertaken during the biennium, which led to improvements in assignment planning and in execution and planning processes, such as the introduction of a new risk-assessment framework to provide a more structured, integrated and risk-driven audit assignment planning process. The harmonization of the audit management processes between the two audit divisions, including the planning, implementation and reporting of audit assignments, will serve to enhance the consistency and quality of audits.

(d) Coordination with other oversight bodies was enhanced through the holding of 10 joint meetings with the Board of Auditors and/or the Joint Inspection Unit, far exceeding the target of 4 joint meetings planned at the beginning of the biennium. Those meetings resulted in efforts aimed at improving the coordination of activities to avoid overlap and duplication and to identify oversight gaps and possible areas for joint oversight efforts. The coordination of oversight activities was also enhanced through the participation of the Office of Internal Oversight Services in the tripartite oversight coordination meetings in New York and Geneva, including participation in working groups on substantive oversight issues comprising United Nations funds and programmes.

28.2 *Implementation rate*. The above results are based on the implementation of 100 per cent of 21 mandated outputs.

Subprogramme 2
Central monitoring and inspection

28.3 (a) At its forty-second session, 92 per cent of the members of the Committee for Programme and Coordination expressed satisfaction with the programme performance report for 2000-2001 because it had provided improved assistance to them in determining the performance of the Organization. The new format of the present report is aimed at providing intergovernmental bodies with a more concise and informative picture of programme performance.

(b) Guidance, support and training provided by the Monitoring, Evaluation and Consulting Division to managers and focal points resulted in more effective monitoring of programme delivery: 69 per cent of subprogrammes submitted their indicator methodologies in March 2003, and 93 per cent had done so by September 2003. In addition, 80 per cent of programmes reported on the progress achieved in programme delivery at the mid-point of the biennium, and 96 per cent of programmes entered data on output delivery at the 18-month mark. Secretariat-wide expertise in results-based performance monitoring and reporting was enhanced through the global training exercise, comprising 169 workshops in which 556 managers and staff participated and gave the workshops an average rating of very good. The training resulted in half of the accomplishment statements being reported by 31 December 2003. A total of 73 inspection recommendations (39 per cent of which were implemented) resulted in three departments undertaking organizational restructuring and strengthening management.

(c) The programme performance report for the biennium 2000-2001 was issued in a more timely manner — 36 days earlier than the report for 1998-1999. The above-mentioned efforts in strengthening the Secretariat's capacity for performance appraisal, along with more intensive use of the Integrated Monitoring and Documentation Information System as the monitoring and reporting tool, allowed for the more efficient production of the current programme performance report. The foundation is laid for more rigorous results-based management and monitoring throughout the Secretariat, which should lead to improvements in the timeliness and quality of programme performance reporting in the future.

28.4 *Implementation rate*. The above results are based on the implementation of 100 per cent of 33 mandated outputs.

Subprogramme 3
Central evaluation

28.5 (a) The improved assistance provided in connection with intergovernmental reviews of mandated programmes and activities is evidenced by the endorsement by the Committee for Programme and Coordination of 88 per cent of evaluation recommendations, higher than the target of 65 per cent. The implementation of previous recommendations had exceeded the 60 per cent level attained during the previous biennium by 15 percentage points.

(b) Coordination with external oversight bodies, including the Joint Inspection Unit, was strengthened through the regular exchange of findings and

recommendations and coordination meetings. Cooperation was also strengthened through a more proactive approach to reaching out to external oversight and evaluation bodies.

(c) In 2003, programme managers implemented 51 per cent of evaluation recommendations, up from 40 per cent the previous year.

(d) The Committee for Programme and Coordination delegates made 22 positive statements about evaluations in 2003, higher than the biennial target of 20 statements. The number of statements, however, is not a sufficient indicator of quality. Therefore, a more systematic approach to measuring the quality of evaluation recommendations will be explored in future.

(e) Half of all programmes conducted self-evaluation exercises during the reporting period, compared with 40 per cent in the previous biennium. Two pilot projects were undertaken aimed at strengthening self-evaluation methodology and results-oriented impact. The strengthening of self-evaluation was incorporated into the United Nations agenda for further change.

28.6 *Implementation rate*. The above results are based on the implementation of 100 per cent of 27 mandated outputs.

Subprogramme 4
Management consulting

28.7 A total of 86 per cent of clients appraised management consulting services as having exceeded their expectations in both quality and value. In reports to their oversight committees, clients indicated that they regarded change management services as being integral to their reform efforts, thus demonstrating improvements in the management of programmes. In the future, the client feedback form will be revised to facilitate better analysis of the consulting services provided and follow-up of client implementation will be fostered to ensure prompt support when requested. The number of requests for consulting services increased more than threefold, reflecting greater awareness by both the legislative bodies and programme managers of their value. Seven consulting assignments and two General Assembly-mandated reviews were conducted. The change management methodology was more closely aligned with client needs.

28.8 *Implementation rate*. The above results are based on the implementation of 100 per cent of two mandated outputs.

Subprogramme 5
Investigations

28.9 The number of new matters (1,221) reported during the biennium exceeded the number reported during the previous biennium by 46 per cent. Of that number, 1,132 cases were considered to be positively closed by the end of the biennium. Increased efforts to ensure the closure of a greater number of reported and investigated cases were aimed at enhancing the protection of the Organization's assets and resources, as well as holding accountable those whose conduct could have a negative impact on the image of the Organization. As a result of efforts on the part of the Office of Internal Oversight Services to advise the staff against maliciously making false accusations, 100 per cent of matters reported to the Office

were bona fide, enabling it to devote its resources to genuine complaints as well as to matters in which the Organization's assets and resources were at risk.

28.10 *Implementation rate*. The above results are based on the implementation of 100 per cent of eight mandated outputs.